

Writing A Good Backup Plan

A Primer On Priorities & Methods

by David Garrett
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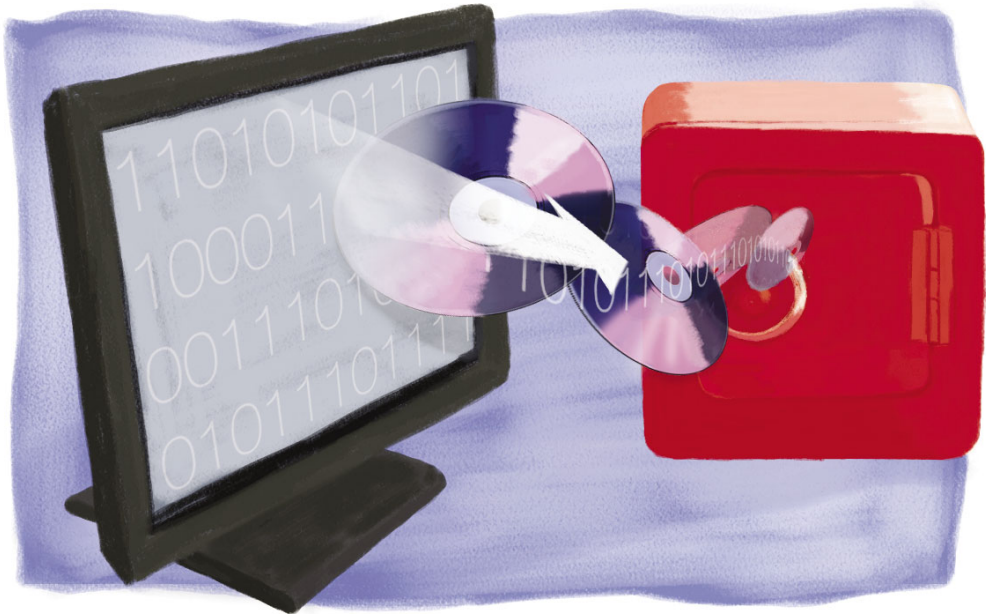
HERE’S A LITTLE TALE to think about . . .

A firm with a Web portal backed up all of its servers nightly, using a mix of backup methods and an information lifecycle management system.

One night a drive failed. The IT group, unflustered over the loss, went to retrieve the backups from tape, only to find there was no data on the tapes themselves. The backup software was flawed, and for over a month it was “writing” data to tape without any data transfer.

The result, of course, was a minor form of Armageddon. It took the firm six weeks to return to business as normal, and it was able to do so mostly by paying data entry clerks huge sums in overtime.

Hence it’s not enough to back up. You have to have a thorough, tested plan. And before you presume that you are safe, remember that no one in the World Trade Center knew that Flight 11 would end as it did on a fateful September morning in 2001.



Plan & Then Plan Again

Start with the basics. The first step in planning is knowing what data you have—what there is and where you keep it. Is your data on servers, atomized over a thousand users’ computers, or a melding of both?

No doubt you’ll have the standard data types that all companies use: email, Office docs, a Web site, and most likely an ERP,

CRM, SCM, or financial app that stores vital data. You may have an intranet and other systems to worry about, too.

But no matter what kinds of data you have, you’ll need to know your data culture, the unique way a firm deals with information. Is most of your business conducted through email? Do you have crucial data on users’ hard drives? Are your HR

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Is Encryption Enough?

Options For Dealing With Stolen Laptops

by Chris A. MacKinnon
• • •

A STOLEN LAPTOP spells bad news for anyone. But for small to medium-sized enterprises, it means more than just the cost of the laptop; we’re looking at proprietary information loss and corporate network vulnerability. Case in point: The Department of Justice just had a laptop stolen with proprietary data on 80,000 employees. And according to the FBI, only 3% of stolen computers are ever recovered.

Today, there are three options when it comes to dealing with the loss of a laptop

and preventing related data theft: encryption, software that has a kill command, and software that has stealth capabilities to track the device through the Internet.

Right now, the perception is that encryption is the only real option. However, manufacturers are coming up with some pretty innovative ideas. The question is, are these manufacturers meaning for these solutions to replace encryption or merely enhance it?

Encryption

While encryption has been a staple in the security diets of

many IT professionals, it is not the only solution. In fact, most security professionals would agree that because networks and thieves are both getting smarter, encryption only represents one tier in a well-rounded, multitiered security solution.

Ben Haidri, vice president of marketing and business development for Absolute Software, says most thefts happen in-house, and encryption alone won’t save you. Haidri says,

“It’s easy to think that encryption will address your security needs, but the reality is, in the majority of corporate thefts, it’s often very ineffective, as the thief is the employee who has access to the computer and therefore the data. Also, there is no guarantee that the data was in the right folder or volume and was encrypted to begin with.”

The loss of a laptop presents a security problem on

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According to the FBI, only 3% of stolen computers are ever recovered.

In This ISSUE

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What are your enterprise’s priorities when it comes to backup? And what are you doing to meet those needs? We offer advice for establishing a successful backup and recovery plan and a glimpse at some of the best backup and recovery products and services.

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There are three options when it comes to dealing with the loss of a laptop and preventing related data theft: encryption, software that has a kill command, and software that has stealth capabilities.

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“In planning a VoIP system I would not look at the cost savings as a selling point unless it is new construction,” says Kevin Stone with Johns Hopkins University. “Service, features, usability, and manageability are better selling points than cost.”

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Long contract lengths mean lower prices but less flexibility when it comes to choosing a new provider. Short-term contracts can make your IT infrastructure more nimble, but often at a higher cost.

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SMEs are latching onto VoIP because of its rich features. But the lack of reliable Enhanced 911 support is holding VoIP back from becoming a true replacement phone technology.

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■ **Acronis** introduced Acronis Privacy Expert 8.0 Corporate, which provides security to workstations and servers. ■ **AdventNet** introduced the WiFi Manager 4 system of network management for wireless environments. ■ **Citrix Systems** announced Citrix Access Essentials. ■ **Emerson** announced the Emerson Liebert Availability Assessment service that will help businesses develop more effective strategies for dealing with power interruptions. ■ **Senforce** announced Senforce Wi-Fi Security, a security application designed to safeguard systems from wireless computing vulnerabilities. ■ **Tavve** announced ZoneRanger 1.2, the newest version of its network management appliance.

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Dial In To VoIP

A Roundup Of Market-Leading VoIP Phones

by Sixto Ortiz, Jr.

NOW THAT VOIP is becoming such a hot technology, VoIP telephones are also heating up. Various manufacturers are introducing their VoIP handsets to the market. In technological terms, the VoIP handset is the end of the line for a VoIP system. But in terms of user acceptance, a good VoIP handset can go a long way towards making believers out of users who might be skeptical of VoIP's potential.

In most cases, VoIP telephones look just like their traditional POTS (Plain Old Telephone System) counterparts. The only difference, of course, is the ability to connect to a converged voice and data network and the various features and capabilities that enable such connectivity.

In this roundup, we take a look at some of the VoIP telephones from various manufacturers, including Avaya, Cisco, Lucent, and Nortel. Read on to learn more about these handsets and the features that put them at the head of the VoIP class.

VoIP: The Market Heats Up

VoIP market acceptance and adoption are heating up. Although many maintain the technology is still young and needs to mature further, most industry sources predict VoIP will continue to take market share away from traditional telephony during the next few years.

According to eMarketer Senior Analyst Steve Butler, the business and consumer migration to VoIP is still a long ways off. But, says Butler, VoIP is on the verge of moving out of the early adoption phase and into the mainstream.

Buying Tips

- The following tips will help you purchase the right VoIP phones for your company.
- Select a phone with features appropriate for your work environment.
 - Make sure the phone you select will work with your specific vendor's VoIP system.
 - Look for a phone that supports the QoS protocol used in your network.
 - If possible, select phones for busy individuals with a handset and speakerphone feature.
 - DHCP compatibility will give you flexibility for IP addressing.
 - Look for flash upgradeable firmware, so your handsets will grow with your VoIP system.
 - Choose a telephone that supports your VoIP system's Unified Messaging features, if available.
 - Above all, listen to your users.

eMarketer predicts VoIP use will become widespread during the next couple of years.

A recent Info-Tech Research Group study reveals over 60% of midsized enterprises have already deployed VoIP or are planning to do so within three years. Info-Tech also predicts VoIP will experience greater than 35% growth in 2005, as many midsized enterprises move to adopt and implement the technology.

A December 2004 IDC study of the VoIP semiconductor market predicts a 48% compound annual growth rate from 2003 to 2008. The correlation is simple. Now that VoIP adoption is picking up, the silicon brains that power VoIP devices will benefit as a result of VoIP's growth.

The bottom line on the VoIP marketplace is that, in spite of industry concerns about security and the status of accessibility to 911 services, the pace of adoption from both business and residential customers will accelerate. (For more information on 911 and VoIP, see "Enhanced 911 With VoIP Technology" on page 30.)

Overview: VoIP Phones

There's a lot of behind-the-scenes technology required to make VoIP a reality. Shuttling voice traffic over data networks requires the prioritization of voice packets so they arrive at their destination on time and in the right sequence. But in the end, the goal is simple: a dial tone delivered by a handset that, for all intents and purposes, looks just like a traditional POTS handset.

In spite of the fact that VoIP phones are manufactured to look exactly like their POTS counterparts, they have features that are specific to VoIP technology. For example, VoIP phones have programmability features that make them a bit more flexible than traditional telephones. VoIP phones must also be able to interact with various IP network protocols and systems, such as QoS and DHCP.

Let's take a look at a few models from Avaya, Cisco, and Nortel and examine the features that make them unique.

Avaya sets the tone for SMBs. Avaya, a spin-off of Lucent, has made a name for itself in recent years in the telecommunications marketplace with a wide array of products for the telecommunications and IP telecommunications marketplace.

Avaya's 56xx line of H.323 IP telephones is, according to the company, specifically designed for the needs of small and medium-sized enterprises and for use with Avaya's IP Office system. The 56xx line consists of four models: 5601, 5602, 5610, and 5620, as well as an EU24 expansion unit for use with the 5620 telephones.

Features included with every model in the line are, to name a few, auto-answer, conference calling, forwarding, call park, call pick-up, call waiting, dial emergency, suspend call, forward on busy, forward on no answer, forward to



SNAPSHOT

Avaya 56xx Series IP Telephones (includes 5601, 5602, 5610, 5620)

Avaya's 56xx Series of IP telephones are designed specifically for SMEs requiring a variety of IP telephone capabilities, from entry-level, low-usage phones to full-featured IP telephones developed for high voice traffic environments (such as customer service centers).

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specified number, and ring back when free. In short, all the models carry the features you'd expect to find in a telephone designed for a business environment.

If you require a full-duplex (speak and listen) speakerphone, you'll have to go with the higher-end 5610 and 5620 models because the 5601 has no speakerphone and the 5602 features a "listen-only" speakerphone.

The 5610, 5620, and a special 5602SW model feature 10/100 BaseT Ethernet ports for connecting the telephone to a PC. All models also connect directly to your LAN and can use either DHCP client dynamic or static IP address assignments. The telephones support standard protocols, including H.323, SIP, G.711, and G.729 A/B voice coders, and various QoS features, including Layer 4 UDP port selection, Diffserv priority numbering (Layer 3), and Layer 2 802.1 p/q.

The higher-end 5610 and 5620 models even feature Web browsers, which allow for access to Web-enabled business applications.

Cisco leverages its network-savvy expertise. Whenever people think of the networking revolution, they invariably think of Cisco Systems, the company whose hardware runs a large chunk of corporate networks and the Internet itself. Naturally, Cisco's network expertise has resulted in a wide array of products for VoIP, including IP telephones.

Cisco's 7900 Series line of IP phones includes eight models, ranging from the 7902G to the 7971G-GE. The 7971G-GE, 7970G, 7960G, 7940G, 7912G, and 7905G all feature XML

programmability, which provides customers with the ability to create custom XML applications.

The 7902G entry-level model is designed for basic calling (low traffic) environments, and unlike its higher-end counterparts, it doesn't have an LCD display. So if you're looking for a simple IP phone with minimal extra features that will do the job, the 7902G will work nicely.

Standard telephony features that come with the 7902G include single line/DN (Directory Number), call waiting, call transfer, three-way (conference) calling, redial, call hold, up to four speed dials, and voicemail access.

Network features include the Cisco Discovery Protocol; IEEE 802.1Q (VLAN) automatic configuration; G.711a, G.711u, and G.729a/b audio compression codecs; 10 BaseT Ethernet connection; and DHCP and network software upgradeability.

Cisco's 7940G is in the middle of the 7900 Series product line, so it has some advanced features, such as an LCD display; dynamic soft keys for navigating phone menus; a speaker phone; and access to Web-based XML information services that include stock quotes, weather reports, etc. The phone is designed for what Cisco calls "transaction type" (high voice traffic) workers.

Other features include a hearing-aid-compatible handset, a two port 10/100 BaseT Ethernet switch, 802.1Q VLAN compatibility, a dedicated headset port, G.711 and



SNAPSHOT

Cisco 7900 Series of IP Telephones (includes 7902G, 7905G, 7910G+SW, 7912G, 7940G, 7960G, 7970G, 7971G-GE).

Cisco 7900 Series of IP telephones run the gamut from simple, entry-level models to more complex, customizable models that can be adapted to a variety of business needs.

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G.729a audio compression, static or DHCP IP address assignments, and H.323 and Microsoft NetMeeting compatibility.

Nortel's IP phone duo. Nortel Networks is another example of a networking pioneer that is active in the burgeoning VoIP marketplace. Nortel provides telecommunications services to all types of organizations, from governments to small businesses.

Nortel's line of VoIP telephones consists of four products: the IP Phone 2001, 2002, 2004, and 2007. The IP 2050 Software

Phone is a "soft-phone" designed for use with notebook or desktop PCs that require telephony services. (Nortel implemented a marketing model name change in 2004, so these models have fairly new names. For example, the IP Phone 2004 is the new model name for the i2004 phone.)

These phones are compatible with a variety of Nortel communications systems, including Business Communications Manager; IP-enabled Meridian 1; Meridian SL-100; Communication Servers 1000, 2000, and 2100; and Multimedia Communication Servers 5100 and 5200.

The single-line IP Phone 2001 is the entry-level model in the series and is designed for public areas and low call traffic locations. The phone features 802.3af PoE compatibility, listen-only speaker phone, 10/100 BaseT Ethernet connectivity, and basic telephony features. Other network features include DHCP compatibility for



SNAPSHOT

Nortel IP Phone 2001, 2002, 2004, 2007

Nortel's IP telephone line recently changed names, from Succession i200x Internet Telephones to Nortel 200x IP Phones. These IP phones work with various Nortel systems, including Meridian, IP-enabled Meridian-1, and Meridian SL-100 systems.

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dynamic IP address assignment and automatic firmware upgrades.

The IP Phone 2004 is compatible with advanced features, such as Nortel's CallPilot Unified Messaging for Meridian PBX systems. The phone's LAN connection can be manually configured for either 10Mbps or 100Mbps for environments where switching equipment does not automatically negotiate connections. The IP Phone 2004 also features PoE using 802.3af and DHCP compatibility for dynamic IP addressing.

VoIP For The Masses

The VoIP phones we discussed here are all capable handsets that will get the job done. Manufacturers are developing a variety of telephones designed for all types of work environments, from low call traffic areas, such as lobbies, to the busy desks of call center agents and other professionals who "live on the phone."

Keep in mind that these handsets are designed to work with VoIP systems from the same vendor. So if you're using an Avaya VoIP system, you'll be limited to handsets from Avaya's portfolio. 

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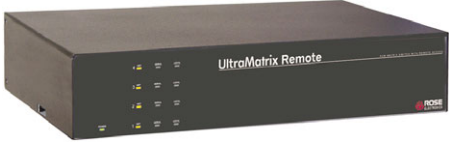


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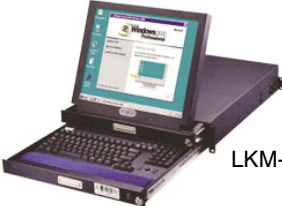
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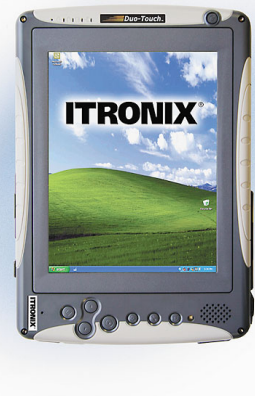


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Safety Route

Part Of Any Backup Plan Is Knowing What To Do When Things Go Wrong

by Elizabeth Millard

“**MOST COMPANIES** have backup plans because they understand the value of data,” says Steve Sussman, senior product manager at backup software firm Stor-active. “But what’s shocking is how few actually have a recovery plan in place.”

For many IT and data center managers, backup plans can include testing whether the tapes work, making sure an automated system is storing data properly, and sometimes even doing a “fire drill” to see what would happen if a company’s servers get wiped out. But extending those plans to cover specific data loss scenarios usually isn’t done.

In addition to establishing emergency measures if a company’s data stores get emptied, IT departments also have to think about what to do for common data loss, such as when a user deletes the wrong file or some email goes missing. Planning for these everyday issues can lessen IT headaches and possibly even keep things from getting lost in the future.

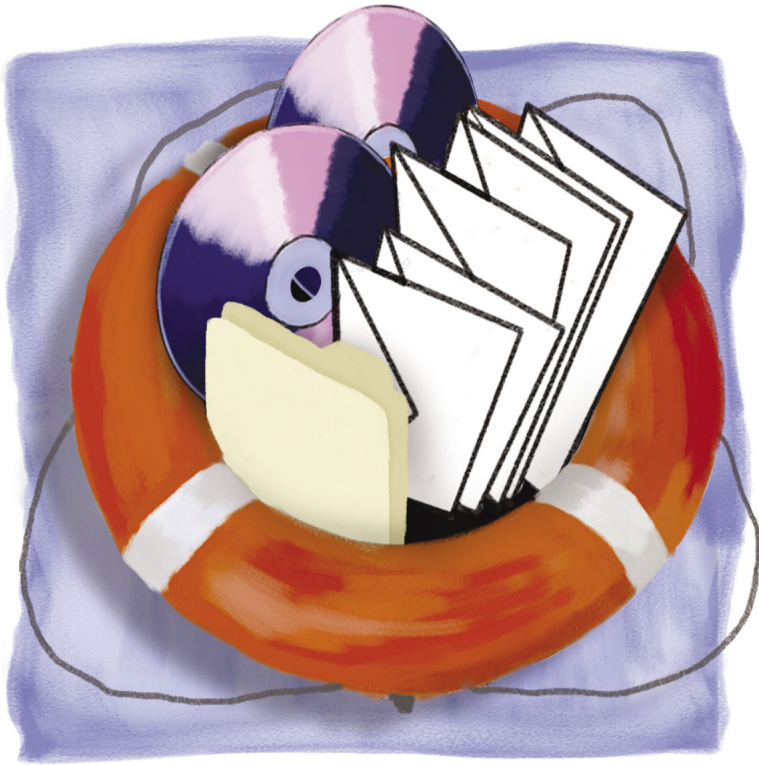
Make A Plan

The first step in planning for a data loss incident is to actually just have a plan. Sussman estimates that about 90% of small to midsized enterprises have no idea what they’ll do if, for example, the marketing manager just lost all of his email. “In many cases, panic is the first and best option at these companies,” he jokes.

For those that would prefer not to scurry in panic when incidents strike, Sussman recommends going through various recovery scenarios and assigning value to different types of data. Email may be more vital than corrupted documents that were created a few

how much energy and time to put into recovery efforts. “Most often, it’s going to be email that people care about,” says Joel Smith, CTO of antispam software maker AppRiver. “Companies should have a plan in place that specifically addresses how email can get recovered easily.”

Once it’s decided what’s worth recovering, IT can move on to what type of tools or applications



hours ago, and it’s likely that email from within the past few months is more important than what’s being stored from a few years ago.

Just as companies use tiered strategies for backup, they can take the same approach for recovery. Understanding what’s important for users will help IT decide

should be in place. There are numerous options in the marketplace, from online recovery services such as Ontrack to software packages such as Stellar Phoenix. The important thing is to have these tools in place before incidents happen.

A quick tip: Don’t use a utility program that doesn’t allow you

to save an “undo” file of any repairs that it makes. Also, if data loss is accompanied by strange drive noises such as grinding or clicking, you may want to refer the problem to a professional.

User Education

An integral part of recovery planning is deciding on the role of the end user. At some companies, especially those with technologically less savvy end users, IT may decide to do all the recovery through software and services.

But at companies where employees are adept at installing software without incident or using multiple devices, some automated tools (see the “Recovery Session” sidebar) could be used to give them power to recover files themselves, says Sussman.

An important aspect of giving users more control is to ensure that they also understand the backup process, says Tony Barbagallo, senior vice president of marketing at online backup and recovery firm EVault. “A common problem with users is that they think they’re backing up files, when in fact they’re not,” he notes. “They assume that the information in all their personal and desktop folders is magically backed up somewhere, but unless the files are designated for backup, they may have to deal with recovery.”

When companies do tell employees how to do self-backup, such as by dragging relevant files to a systemwide folder on the desktop, they neglect to stress the importance of the task, Barbagallo says. “People hit the delete button awfully quick,” he says. “Also, they tend to ignore error messages, or they don’t read them. A little user education on backup and recovery issues can go a long way.”

Test It Out

To know with certainty that a recovery plan works, it has to be used to actually recover something. Whether a company is using software in-house or relying on a service that does backup and recovery, it’s worthwhile to occasionally “lose” something important, such as the CEO’s email or a sales database that’s utilized frequently.

After making sure that a reliable backup is at the ready, a company can delete the file or application and begin recovery

When Recovery Goes Bad

Although many software recovery applications are straightforward to use, they can still be misused or actually make the problem worse. If it seems like a user has been a little too heavy handed with Norton utilities, many experts believe that’s the time to take a hands-off approach and seek professional help. For more information on backup and recovery services, see the “Vaulting To Success” article on page 11.

“If it looks like the problem has gotten worse, stop touching the machine, basically,” says Scott Gaidano, co-founder of recovery firm DriveSavers. “Users need to know that if it looks like what they’re doing might cause more harm than good, they should refer the problem to a recovery service.”

Indications of a bad recovery are usually obvious, he says. The tell-tale hard drive churn, frozen screen, newly missing files, or infrequently-seen error messages are all reasons to back off and bring in the experts. “It’s fine to attempt a recovery on your own, but at the first sign of trouble, stop trying to do it yourself because that could cause more problems and affect more machines or even the network,” says Gaidano.

procedures. Usually, these types of tests are done to make sure that backups work properly, but they’re used less often for recovery. Instead of immediately going to backup, Sussman recommends trying to “find” the deleted data through other means.

“In a real situation, you’d have the backup ready, and that would solve the problem,” he says. “But what if the tape fails or your backup procedure didn’t store the data properly? Knowing what to do beyond just turning to backup makes you more flexible in recovering data.”

To find more companies that offer online backup and recovery services, see the Software and Services sections of the *Processor* Showcase ads.

Recovery Session

Some software can put data recovery into a user's hands. Here's a sampling of options:

Recover My Files

This software from GetData recovers files lost by accidental deletion, software crash, virus infection, or accidental reformatting of the hard drive. www.getdata.com

R-Undelete

If users are continually regretting their “delete file” choices, this application from R-Tools Technologies could provide comfort. The company also has email recovery and data recovery applications. www.r-tt.com

GetDataBack

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Writing A Good Backup Plan

Continued from Page 1

records outsourced, and if so, what does the vendor do for backup? Where do you store switch and router settings, passwords, and device baselines? You'll need to answer these questions in your plan.

Alphabet Soup: BIA & ILM

Next, you'll need to rank your data. Rare is the firm with enough time and money to back up all of its data nightly, so you'll need to prioritize.

You have two options. First, you can—and should—conduct a business impact assessment on all your data. A BIA is a financial model of the damage a certain type of data loss will cause. If you lose a few spreadsheets on the comptroller's hard drive, will it be as bad as losing all of Great Plains or all the A/P records or payroll?

A BIA starts with a written survey of department heads. Ask them what data they need to continue their work. Have them explain why they need it and what they would do if it were lost. Have them quantify

the dollars or man-hours such a loss would entail. Then rank your data based on those answers and make backup decisions based on that rank.

The next option involves ILM. Despite what you've heard, it's not a technology per se (although a number of software and hardware solutions address it). Rather, it's a technique that reviews how information flows through your enterprise.

In a nutshell, most ILM systems learn the age of a piece of data and how often it's used. Fresh data that's used often is then moved to your best servers (which are unlikely to fail); stale data that's kept mostly for records is moved to older machines that might not be as sturdy.

A Question Of Methods

Don't forget to address the question of backup methods—full, differential, and incremental.

A full backup moves all your data to the backup system no matter when it was changed or whether it was even changed.

It's thorough but costly and slow. A differential backup copies the documents that changed since the last full backup. An incremental backup transfers the data that changed since the last backup of any kind (full, differential, or incremental).

Which should you use? It depends—and it may not be the same for each system. You'll need to take such factors as capacity, recovery speed, and budget into account. You may want a full email backup nightly but only a differential backup of old memos on a rarely used drive.

Where To, Please?

With tapes in hand, where do you store them? Most firms store at least one set of tapes offsite to guard against theft, fire, or flood.

But you'll need to store your tapes in the right place. A safe deposit box is a vanilla option but not always the best. A vaulting service (see Iron Mountain's at www.ironmountain.com) will keep your data in theft-proof, flood-proof, danger-proof rooms.

And no matter where your backup is stored, you'll need to test it. It's something that few companies do—to their ultimate horror. Simply put, there are dozens of reasons to test your backup, including the potential of failed software, encryption problems, or the simple fact that you stored your tapes in a safe deposit box next to the box of a man who keeps a collection of rare magnets.

In truth, the only failsafe way to test your backup is to restore it, and to do that, you'll need to set up a test network or, at the very least, a test server to perform a full or incremental restore. Once you've restored your data, you'll need to test its integrity by running the apps that use it or by using data integrity tools such as Rocksoft's well-known Veracity (www.rocksoft.com), which can verify the status of a system rollback.

An Enterprise Backup RFP

- You may not have the people or expertise to run a good backup in-house. It's an art, and when dealing with data—your firm's lifeblood—why leave it to chance? If you decide to outsource, you'll need an RFP. Keep these points in mind:
- Do you need to outsource all your backups? Or only a few crucial ones?
 - Ask your vendor to provide a backup audit and strategic plan as part of his work.
 - There's nothing better than a scope statement to outline a process, and it should be tied to firm dates and times.
 - Demand an SLA. An SLA will tie your vendor to detailed performance targets, an absolute must with backups and restores.
 - Include a nondisclosure agreement. To outsource backups, you need to divulge your network setup, and that should be classified.

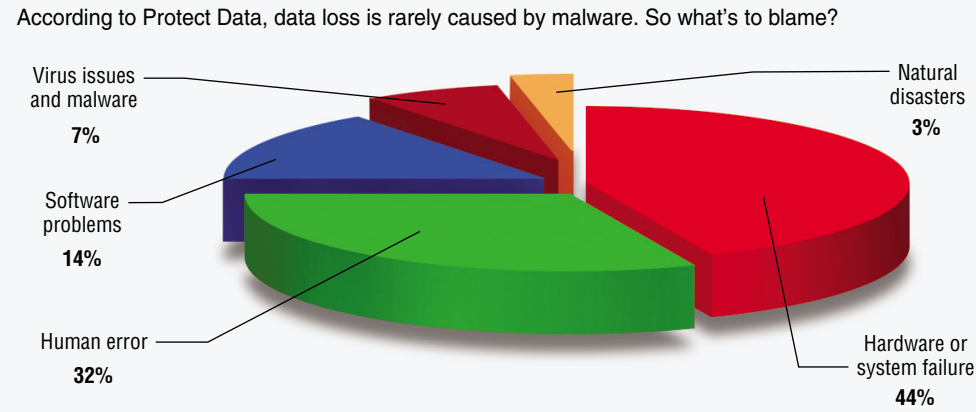
And Last Of All . . .

Even the best of plans can fail if there's no one to run them—or if no one knows about them. Your backup plan should not exist in your head. It should be written down and given to key people in your company.

If there's a system failure, who gets notified, and when? If you're hit by a bus, do your colleagues know where you put the backup tapes? What happens if you're in France when a server goes down?

You'll need to resolve these questions and more. After all, a good backup plan is only as good as the people who run it. And in the end, they're only as good as what they know. ■

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Is Encryption Enough?

Continued from Page 1

several fronts: physical, network, and data security. Haidri says encryption only solves one of them. He claims that using encryption for data security is only effective approximately 20% of the time that theft is committed by a nonemployee. Bradley Lide, president of CyberAngel Security Solutions, comments on full disk encryption. “Most companies feel that they have ‘challenged’ users and want to ensure that they do not forget to encrypt a document or place it in a secure area. Therefore, full disk encryption is popular,



While encryption has proven an effective security technology, more security professionals are turning to software developers such as Absolute Software for solutions that track stolen laptops covertly, alert users, and aid in the recovery process.

as it takes any decision making out of the users’ hands. But most commonly, people find that the resources required to run that type of software end up with some performance issues. Also, if you are looking to recover that computer, your chances are slim if you have ‘locked everything’ on that computer; they are more likely to chop it up or throw it away.”

Martin Moran, founder and CEO of Brigadoon Software, would agree with Haidri and Lide. “There is nothing wrong with encryption. I use it myself and I highly recommend it for anyone using a computer. The fact of the matter is strong computer security needs to be multitiered. Theft recovery software just makes practical sense as part of a multitiered approach to true computer security.”

Regarding software with a kill command, Lide says, “I do not like it, based on liability reasons. If a monitoring center such as ours has the ability to call a computer and erase, delete, thrash, or whatever other term you might use, it opens the possibility of monitoring center error. Also, it is dependent on that computer connecting to a communication source to provide that command.”

Nifty Solutions

Lide says that 80% of laptop thefts result in a rapid resale. To thieves, Lide says, a laptop has more value if it appears fully functional. “Tracking products usually are very covert, not alerting the unauthorized user, so they have a tendency to use that computer without thinking about violating some security package.”

CyberAngel Security Solutions offers CyberAngel Security software, which uses unique patented alert, lock, and locate technology to detect unauthorized access of a laptop and silently report the intrusion to the CyberAngel security monitoring center. The CyberAngel Security software offers multilevel protection while remaining invisible to an unauthorized user.

When the CyberAngel Security software is activated, it alerts users (via email or fax) with real-time notification of unauthorized access. The software will lock communication ports, preventing

unauthorized dial-up access to remote network servers or online banking and investment accounts and also to prevent unauthorized email of sensitive documents via dial-up access from the stolen laptop. Communication is restricted to PDAs, pocket PCs, and smartphones.

CyberAngel Security software also provides secure encryption and helps users locate and recover a stolen laptop by identifying the location from which the laptop is calling. CyberAngel Security Solutions will also help coordinate notice to all necessary law enforcement officials to effect a rapid recovery of the stolen laptop.

Brigadoon Software has developed a theft recovery software package called PC PhoneHome, which it believes significantly increases a laptop’s chance of recovery. The software secretly sends an invisible email message to a specified email address containing the physical location of a stolen laptop every time it connects to the Internet. The message contains the laptop’s exact location. Once this information is received, Brigadoon provides full technical and recovery support. Recovery agents work with global ISPs and investigating law enforcement agencies to recover the stolen property.

Encryption Realities

Encryption products on the market today provide either file/folder, volume-based, or full disk encryption. File/folder offerings usually rely on end users participating in the process by putting files in the proper location. Security is only as good as its weakest link—and end-user reliance is one of the biggest. Volume-based encryption poses similar issues in making sure the files are in the right place but gives IT more control and often eliminates the need to have the end user involved. Full disk encryption options are the most secure but also the least flexible and can oftentimes present IT staff with problems of interoperability, slow system performance, and deployment difficulties.

Another potential issue with encryption is where the keys are stored and how they are accessed. Many of today’s encryption products store the keys locally and use Windows authentication to gain access to the encrypted data. So if the thief is the employee, he has full access to the data, and the company’s data isn’t protected.

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New Backup Products

The Latest Options For Keeping Your Data Safe

by Sixto Ortiz Jr.

FOR MANY BUSINESSES, backing up the torrents of data generated every day is often a daunting task. And new regulatory requirements are compelling businesses to elevate the importance of sound data management, including backup and restore operations.

Fortunately, companies such as Veritas, Computer Associates, EMC, and others are paying attention to small and medium-sized enterprises and are introducing backup products designed to ease your data backup burden without breaking your budget. It's especially encouraging that companies such as EMC and Veritas, which traditionally sell products into the large enterprise market, are now developing and marketing products aimed at the SME. Let's take a look.

Acronis True Image 8.0

Storage management software developer Acronis markets various backup applications aimed at the SME marketplace. These include Acronis True Image 8.0 Corporate Workstation and True Image 8.0 Server for Windows.

The Corporate Workstation version is designed solely for the backup of multiple client desktops and laptops across a network. If you want to back up your Windows-based server(s) also, you will need to purchase True Image 8.0 Server for Windows.

The software backs up hard drive sectors instead of simply copying individual files so administrators can make exact copies of disks that are easily restored to "bare metal" systems.

Other features include scheduled backups on multiple workstations, remote restore, incremental backups, management console, backup

job status notifications, and support for various backup technologies, including DAS, RAID tape, network drives, USB/FireWire storage devices, CD, DVD, and removable drives.

CA BrightStor ARCserve Backup r11.1 For Windows

CA is another example of a large software developer taking an interest in the SME marketplace with the launch of new applications. CA's BrightStor ARCserve Backup r11.1 software for backup and restore of Windows servers and Windows, Linux, Unix, Mac OS X, and NetWare clients is certified by Microsoft to work on all versions of Windows servers. In addition, versions of BrightStor are available for NetWare and Linux environments.

BrightStor works in both SAN and NAS environments and features wizard-driven operation to create backup jobs with ease. The software works with single or multiple server environments. Other features include remote file system device support, a job "preflight check" that ensures future jobs perform without problems, and multiplexing for enhanced performance.

The software is also included with CA's recently released protection suites designed for the SME marketplace. In addition to backup software, the various protection suites also include antivirus and anti-spyware applications.

EMC Dantz Retrospect 7 For Windows

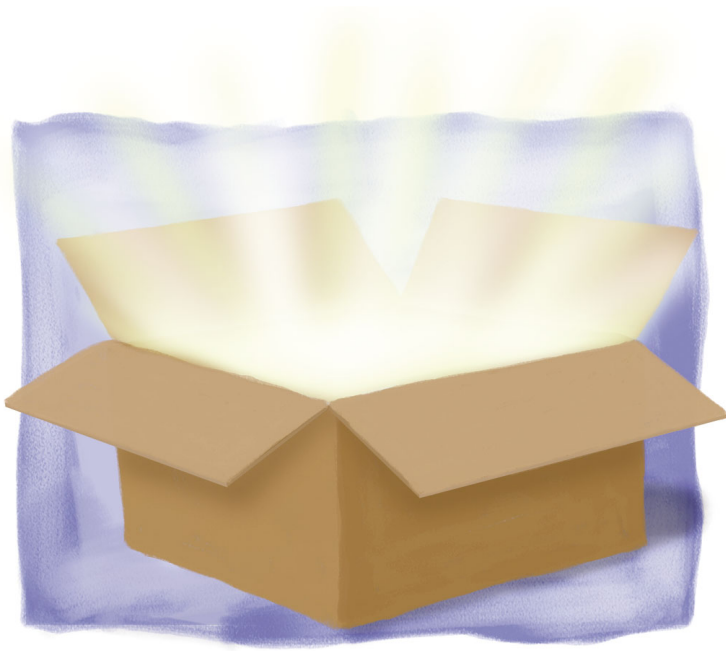
One of the first products launched by the new combination of EMC and Dantz Development is Retrospect 7. Retrospect is a Windows backup and recovery application that comes in four editions: Multi Server, Single Server, Small Business Server, and Disk-to-Disk. The software is able to

back up computers and servers running multiple OSes, including Win95/98/Me/NT4/2000/XP, Mac OS 7.1 or later, Mac OS X 10.1 or later, Red Hat Linux, SuSE Linux, and Solaris.

The various editions differ according to the number of server or desktop/notebook assets they protect. For example, the Small Business Server edition is licensed

EIDE/IDE/FireWire/USB tape drives, hard drives, CD-R/W, DVD-R/W, DVD+R/W, DVD-RAM, network drives, and others. NovaBACKUP supports all Windows versions Win98SE to WinXP and works in small network environments.

NovaNET is the company's sturdier backup solution. It is marketed as a full-featured network backup



to protect a single server running Windows Small Business Server plus networked desktops and notebooks.

Other features include wizard-driven operations, automatic device recognition, incremental backups, automatic removal of older data, and disaster recovery CDs.

Novastor NovaBACKUP & NovaNET

Novastor develops and markets two backup applications that may be of interest to the SME: NovaBACKUP and NovaNET. Like other applications in this roundup, the programs differ in terms of capabilities and, of course, price.

NovaBACKUP is designed for single PC or server backups; the software works with various types of backup media, including SCSI/

program that works in the most common network OS environments (Microsoft, Linux, and NetWare). In addition to support for traditional backup devices, NovaNET also works in SAN and NAS environments. Its capabilities can be expanded via various plug-ins, including support for Microsoft Exchange, Microsoft SQL Server, Oracle, and others.

The Open File Manager plug-in, available for both NovaBACKUP and NovaNET, is designed to allow the backup of open, in-use files during backup jobs.

Veritas Backup Exec Suite

Veritas is marketing its Backup Exec Suite and Backup Exec 10 for Windows Servers products to SMEs with increasingly complex data management needs. The

Back-up Exec Suite consists of three products: Backup Exec 10, Replication Exec 3.1, and Storage Exec 5.3.

Backup Exec 10 now features a central admin server option, which gives admins the ability to manage multiple Backup Exec servers from a single console. Backup Exec Suite links Backup Exec, Replication Exec, and Storage Exec so administrators can view information from each app in the suite within the Backup Exec Console.

The software also provides continuous protection for desktops and notebooks and protects servers running Oracle 10g, Lotus Domino, and SAP R/3. Backup Exec uses an "agent" to back up servers running Linux or Unix OSes.

Other features include "synthetic full backups," constructed from multiple incremental backups; data copying from remote to centralized locations (Replication Exec); and monitoring and blocking of non-business-related file storage (Storage Exec).

Yosemite TapeWare Master Server & TapeWare PC Workgroup

Yosemite develops and markets two backup applications for SMEs that don't quite have enterprise-class backup needs yet: Yosemite TapeWare Master Server and Yosemite TapeWare PC Workgroup.

If you don't have a complex network and simply need to back up a group of desktop PCs connected via a peer-to-peer network, the Yosemite TapeWare PC Workgroup will meet your needs. The application backs up multiple PCs from a single PC desktop connected to a USB, IDE, or SCSI tape device.

Other features include wizard-driven operation, backup scheduling, a bare metal disaster recovery agent, and the ability to connect an unlimited number of locally attached tape devices.

If your needs are more complex, Yosemite's TapeWare Master Server may work for you. This application is designed for single-server backups of Windows, Linux, NetWare, or Unix servers connected to an unlimited number of client desktops. If you want to scale up to multiple servers, you must purchase additional TapeWare licenses.

Other features include backup scheduling, role- and job-based security, and remote management. Various plug-ins expand functionality, including Microsoft SQL Server, Microsoft Exchange, Oracle, Open File Manager, and Bare Metal Disaster Recovery.

Data Backup: A Must Do Gets Easier

These apps are a few examples of the wide range of backup programs available for your business. It's a boon for SMEs that software companies that have traditionally overlooked smaller enterprises are finally paying attention to this key business segment. Data protection requirements for SMEs will only increase. The number of software applications that are up to the task is increasing as that happens. [E]

To find more companies that offer backup-related products, see the Applications and End Node sections of the *Processor* Showcase ads.

Backup Products For SMEs: A Quick Look

Now that more companies are paying attention to the small to midsized enterprise marketplace, the choices of backup solutions available are plentiful. Here is a snapshot of the applications discussed in this article.

Product	Price	Description
Acronis True Image 8.0 Corporate Workstation and True Image 8.0 Server for Windows www.acronis.com/enterprise/products	Acronis True Image 8.0 Corporate Workstation: \$71.99 Acronis True Image 8.0 Server for Windows: \$699	Sector backup technology adds a unique dimension to this product
CA BrightStor ARCserve Backup r11.1 www3.ca.com/smb	\$775	The protection suites provide compelling value for the price
EMC/Dantz Retrospect 7 www.dantz.com	Retrospect Multi Server: \$1,299 Retrospect Single Server: \$699 Retrospect Small Business Server: \$499 Retrospect Disk-to-Disk: \$299	A suite of backup products with a wide array of protection options
Novastor NovaBACKUP 7.2 and NovaNET 9 for Windows/Linux/Netware www.novastor.com/products.html	NovaBACKUP Professional Edition: \$69.95 NovaBACKUP Server Edition: \$149.95 NovaNET: Starts at \$399	A basic backup package expandable via a variety of plug-ins
Veritas BackupExec 10 and Backup Exec Suite www.veritas.com/smb/home.html	Veritas BackupExec 10: \$795 Veritas Replication Exec: \$1,495 Veritas Storage Exec: \$795 Veritas BackupExec Suite: \$4,280	Storage Exec makes the Veritas BackupExec Suite more than a simple backup and restore application
Yosemite TapeWare Master Server (Windows, NetWare, Linux or Unix) and TapeWare PC Workgroup for Windows www.yosemitetech.com/products/index.htm	Yosemite TapeWare PC Workgroup: \$299 Yosemite TapeWare Master Server for Windows, NetWare, and Linux: \$649 Yosemite TapeWare Master Server for Unix: \$799	Yosemite's TapeWare applications are specifically designed for the SME marketplace

Vaulting To Success

Online Backup & Recovery Services Offer SMEs A Way To Do It Right

by Ericka Chickowski

• • •
SMALLER BUSINESSES are notoriously bad about backing up their data. According to Gartner research, 40% of small to midsized enterprises don't back up their data. Of those that do, 64% do it onsite. This is putting their businesses at tremendous risk.

Just a few years ago there was no easy answer for these businesses, which often just didn't have the resources to do the job right. Times have changed.

Over the last year, the online backup and recovery market has exploded. Companies are now offering offsite disk-to-disk backup for a fraction of what it would cost to set up hardware and maintain it internally. The data is transferred online, with on-the-fly encryption for added protection. Many analysts believe these services to be the silver bullet for SME backup needs.

Big Boys Of Backup

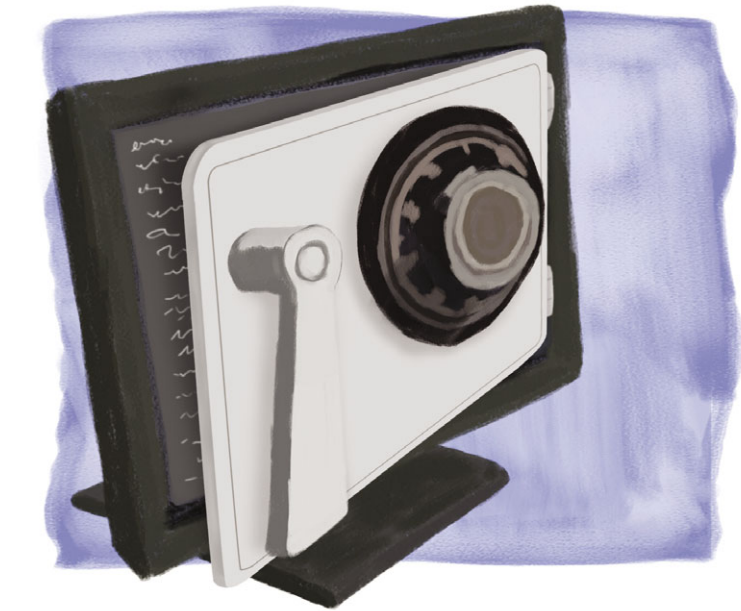
The following are some of the most prominent national services that are available for the SME marketplace.

AmeriVault. For several years now, AmeriVault has been working as a VAR, reselling EVault services with a high-end service

approach. Though the company is still continuing its relationship with EVault, it is shifting its SME focus by offering online backup services based on its own backend technology. This new XpressVault offering comes as a result of AmeriVault's January acquisition of Certified Backup. Compared with its other services, XpressVault is a more affordable solution for companies with between 50 and 1,000 employees.

Arsenal. Like EVault, Arsenal is also a storage managed service provider, offering things like on-demand storage and data center consulting. But in reality the firm is focusing mainly on its ViaRemote service these days. According to company representatives, this service will make up 80% of the company's growth in 2005. The pay-as-you-go service offers enterprise-wide backup to protect PCs, servers, and laptops on Windows, Linux, or Unix platforms. There is also the opportunity to upgrade to the ViaRemote Fast Restore Option, which offers higher service levels for those with stringent RTOs (Recovery Time Objectives).

BluePoint. BluePoint's SME offsite data backup is delivered through an onsite SNAP (Storage Network Access Point). Starting at \$199 per month, DataSafe's big



selling point comes via BluePoint's close relationship with IBM. DataSafe is especially easily integrated with Tivoli systems to provide backup and recovery management for midsized enterprises that have a lot of infrastructure but don't have the time or expertise to keep things thoroughly backed up.

EVault. Almost all of the big backup and recovery services out there will try to sell their customers based on the regulatory compliance. But EVault has especially tried to differentiate itself based on its catering to the vertical markets that are most affected by these regulations, specifically the law, financial, and health care fields. Rather than focusing solely as an online backup service

business, EVault touts itself as a managed service provider with a greater depth of services. EVault's total information lifecycle management services include backup and recovery, long-term archiving, and high-availability storage services. Unlike many managed service providers that offer all of these perks, EVault uses its own in-house software and technology to power its online backup services.

LiveVault. The biggest player in the SME backup and recovery market, LiveVault helped lead the surge in online backup adoption. The company breaks up its services and products into two broad categories: LiveVault InSync for SMEs and LiveVault InControl for medium-sized and large enterprises with

remote offices. Whereas InSync is a service designed to allow SMEs to implement backup strategies quickly and affordably, InControl is a backup product package that allows enterprises to build an online backup solution into their own infrastructure rather than outsourcing that duty. As the leader of the pack in the service category, LiveVault has a numerous list of channel partners. Firms such as Iron Mountain, HP, and U.S. Data Trust all sell LiveVault services rebranded under their own banners.

Savvy Networks. Savvy Networks offers a range of offsite data backup and recovery services. In addition to its own brand of online vaulting, its hot- and warmsite server recovery services give businesses the option of setting up a fully redundant offsite server configuration at a fraction of the cost of actually setting up such facilities on your own. Starting at \$200, warmsite service by Savvy provides for periodic syncs with an online vaulting account or backup tapes in the event of an emergency; this service is designed for businesses with a high level of tolerance recovery objectives. (Those with more aggressive RTO needs can utilize the hotsite service at a starting rate of \$500.) The company is also partnered with Intradyn to offer services in conjunction with the company's unique RocketVault appliance. The device simplifies data management, offering near plug-and-play backup and archiving with little need for configuration.

Picking Partners

Because of the popularity of this recently formed niche, a flurry of new companies are offering online backup. There are a few things to investigate before choosing whom to buy from. First, be sure to ask what kind of encryption the firm offers for your data. Second, you should know how long restores will take. It is also important to see if a company offers SLAs or not; a higher monthly rate may be worth it if there are more performance guarantees. Finally, be sure to ask if your choice is a reseller. If it is, investigate the service itself to be sure that it is a good match for your business. [E]

To find more companies that offer online backup and recovery services, see the Services section of the *Processor Showcase* ads.

Just The Facts, Ma'am

Though it may seem like they are all the same, each online backup company has a different spin on pricing and market focus. Here's a glance at what each offers.

Company	Price	Description
AmeriVault www.amerivault.com	Starts at \$19.95 per month	AmeriVault's new XpressVault service is specifically tailored for businesses with between 50 and 1,000 employees.
Arsenal www.arsenaldigital.com	Starts at \$20 per GB per month	This full-service managed service provider has over 900 customers who rely on its ViaRemote service for online backup and recovery.
BluePoint www.bluepointdata.com	Hotsite data protection starts at \$399 per month; DataSafe service pricing varies	BluePoint makes it especially easy for Tivoli system managers to back up their sites online.
EVault www.evault.com	Starts at \$85 per month	EVault caters to vertical markets with its full-service approach. Those that want it can still get backup services a la carte.
LiveVault www.livevault.com	Starts at \$119 per month for 5GB of backup	The market-leader in online backup and recovery, LiveVault resells its services through companies such as HP.
Savvy Networks www.savvynetworks.com	RocketVault appliance starts at \$1,495 per month; service pricing varies by depth of service	Savvy Networks' partnership with Intradyn allows it to offer backup services for users of the RocketVault appliance.

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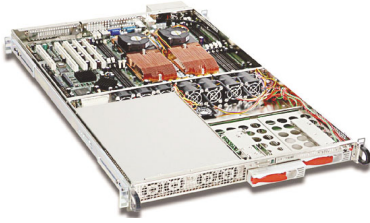
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Product

Releases

COMMUNICATIONS

Network Management

■ **Tavve** announced ZoneRanger 1.2, the newest version of its network management appliance. New features include an enhanced user interface and a graphical Ranger Gateway viewer, as well as capabilities that let users forward a Syslog directly as syslog messages and that let ZoneRanger act as a true Syslog Relay host.

Telephony

■ **Leadtek** announced a series of VoIP products, centering around the BVP8882, a VoIP videophone with an integrated 5-inch TFT LCD screen and CCD camera. Capable of operating in either H.323 or SIP communication protocols, the BVP8882 also features a built-in USB port, Wi-Fi dongle, memory storage device, and keyboard. The BVP8759 is a set-top box videophone with a CCD camera, external microphone, and an infrared remote. Like the BVP8882, the BVP8759 includes a USB port. The Leadtek BVA8055 is a broadband VoIP adapter that users can connect standard telephones to, making it ideal for SOHO users.

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■ **Patton Electronics** announced its latest series of routers with integrated QoS. The IPLink Series of VPN routers was designed as a cost-efficient solution for secure communication, while still allowing high-priority throughput for critical data. The 2800 Series IPLink routers combine features such as QoS profiles, prioritized traffic, and other safety features for private communications. Other enhancements in the 2800 series include IPSec Strong Encryption for anti-replay and confidentiality, ACL (access control lists) to configure firewalls, and DoS protection.

END NODES

Components

■ **Advantech** has announced the IPC-7143, an ATX-compatible chassis that has mobile SATA HDD trays, as well as a bottom-accessible I/O interface. The IPC-7143 can hold a variety of storage devices, including a slim-style CD-ROM drive, two SATA drives, and two IDE drives. Because the I/O interface is accessible through the bottom of the chassis, an area for maintenance in the rear of the system is unnecessary. The IPC-7143's exterior has a hinged bracket that holds the power supply. This design makes it easier to replace compo-

nents, including the PSU, CPU, and memory. The IPC-7143 costs \$300.

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■ **Maxim** introduced the MAX1215, a 12-bit, 250Msps (Megasamples per second) analog-to-digital converter. The MAX1215 features a signal-to-noise ratio of 66dB at 10MHz and manages to deviate only 2dB with tones up to 300MHz. The MAX1215 chip uses 1.8V of power and is designed for either differential or single-ended operation. The MAX1215 chip retails for \$47.50 in 1,000-unit quantities.

Mobile

■ **Electrovaya's** new Scribbler SC 3000 boasts a nine-hour battery life, an integrated biometric fingerprint recognition device, and support for 802.11a/b/g wireless networking. Electrovaya is targeting the Tablet PC at the education, government, health care, and sales industries. The Scribbler SC 3000 runs on a 1.5GHz Intel CPU and Centrino technology, which includes the IntelPRO/Wireless 2915ABG (802.11a/b/g) network connection .

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■ **Motion Computings'** new LS800 Tablet PC is roughly the size of a paperback book. It includes an 8.4-inch SVGA display and weighs 2.2 pounds. The unit

includes a 1.8-inch hard drive that's able to withstand twice the shock of a conventional 2.5-inch hard drive. Despite its small size, the 60GB hard drive, Intel Pentium M Ultra Low Voltage 753, 915GMS chipset, and 512MB of DDR2 memory means the LS800 is capable of running Microsoft's Windows XP Tablet PC Edition and standard Windows applications. The LS800 also includes a thumb reader that lets you secure and encrypt personal data on your hard drive. The LS800 starts at \$1,899.

Monitor

■ **Formac Electronic** is targeting creative professionals with the Gallery Platinum LCD monitor, which is available in two sizes: 19 inches and 20.1 inches (viewable screen area). The monitor boasts an 8ms gray-to-gray response time and a contrast ratio of 800:1. It has an SXGA resolution of 1,280 x 1,024 and includes Formac's ColorProof VA TFT With AllRound technology. The monitor supports PCs and Macs and has two USB ports. Formac offers a one-year warranty with the monitor and also offers an optional three-year warranty that includes a zero-dead-pixel guarantee for \$99. The 19-inch version costs \$499, and the 20.1-inch costs \$699.

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Optimize Your Search Of Archived Messages

iLumin Assentor Discovery 2.0 Focuses On Litigation Preparation

by Paul Ferrill

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WHILE A PICTURE MIGHT BE WORTH a thousand words, those same thousand words might be worth a small fortune if they have anything to do with a lawsuit. They could be worth considerably more in determining the outcome of litigation if those words prove a company's innocence. The trick is those words have to be accessible and easily found to be of any worth. Add to the litigation issue the requirement that publicly traded companies implement seven-year records retention plans, and you've got a big issue to deal with.

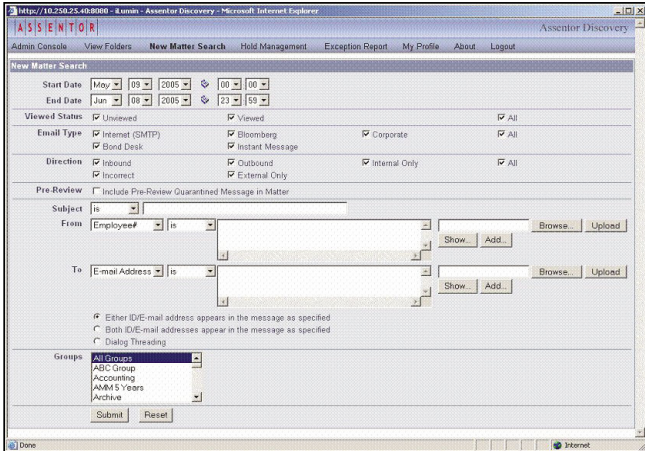
That's where iLumin's Assentor Discovery tool comes into play. Assentor Discovery is specifically designed to assist in the document retrieving, reviewing, refining, and producing process required in many of today's legal cases where email is involved. Assentor Discovery works with all the major email systems and has the ability to "auto-discover" personal email archives stored on network shares.

Matthew Hoban is director of IT for MJSK, a full-service investment firm. "We looked at something like eight other products before we settled on iLumin," says Hoban. "Our needs were pretty unique, including things like nested word definitions and content flagging based on multiple categories. iLumin was the only company that could provide the tools we needed."

On the competitive front, EMC offers its EmailXtender Archive Edition as an archiving and retrieval solution but doesn't address the searching functionality that iLumin delivers. Veritas has a similar product called Enterprise Vault offering essentially the same archiving and retrieval capabilities as the EMC offering.

Version 2.0 of Assentor Discovery adds a number of new features that will greatly enhance the effectiveness of the product. A Web-based litigation support tool makes interacting with the program easier. Queries based on NLP (Natural Language Processing) coupled with the categorization and filtering features enable more powerful and directed searching.

iLumin offers its product for sale or as a hosted service. It also provides professional services to help customers assess



SNAPSHOT

iLumin Assentor Discovery 2.0

\$15 per seat for the basic package; \$25 per seat for the full system

Highly capable email discovery tool for finding documents from any of the popular messaging systems

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their current situation, develop a strategy to address any current needs, and implement a plan for long-term maintenance. "We see a real need for this product with the advent of multiple accountability laws including Sarbanes-Oxley and the Health Insurance Portability and Accountability Act," says Mike Gundling, senior vice president of product management at iLumin.

Assentor Discovery 2.0 is available as a standalone product or part of a larger offering called Assentor Enterprise. 

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Product Releases

Continued from Page 15

Printer

■ **Canon** released three new enterprise color multifunction systems. The imageRUNNER C2620 is designed for high-quality, light-production color and offers up to 26ppm in both color and black and white. The imageRUNNER C3170U and C3170i are fully Internet-ready and can manage up to 31ppm in black and white and 7ppm in color. The imageRUNNER C2620 is currently available for \$9,990. Canon’s imageRUNNER C3170U, with 512MB of memory, is available for \$8,900, while the C3170i system, with 1GB, retails for \$10,500.

Server

■ **Dell’s** PowerEdge 1855 blade servers can now take advantage of the two McDATA 4314 Fibre Channel switches located in the Dell Modular Server Enclosure. In addition to McDATA 4314 connectors, the PowerEdge 1855 server also supports Ethernet, Fibre Channel, and InfiniBand connectors. PowerEdge 1855 servers with McDATA 4314 connectors start at \$8,999.

Storage

■ **JMR Electronics** announced its ORCA and Fortra families of SATA storage systems will be bundled with Hitachi’s

Deskstar 7K500 SATA hard drives, making the combination the first 4U system to offer 21TB storage and the first 3U system to hold 8TB. Geared toward primary, secondary, disk-to-disk backup, archival storage, and disaster recovery, JMR’s SATA storage products for the VAR channel are fully integrated turnkey interoperable solutions. According to JMR, its bundled ORCA product is the densest SATA storage product on the market. With additional arrays, JMR claims users can scale to over half a petabyte in one system.

■ **Promise** has announced six new 3Gbps SATA RAID storage systems in its VTrak M-Class line. The VTrak M200f, M300f, and M500f are dual-host Fibre Channel to 3Gbps SATA arrays, while the M200i, M300i, and M500i substitute iSCSI for FC. Pricing starts at \$4,199.

■ **StorageQuest** has combined its backup software with **Primera Technology’s** Bravo II and BravoPro DVD/CD duplicators to offer compliant backup and disaster recovery for SMEs. The new product line is called the Reflector Network Backup & Archive family. The Reflectors use wizards to help sysadmins set up backup procedures with smart compression and dataset spanning for networked user and server content. A Reflector system can also

print a full-color label on suitable discs for instant archivability.

■ **Texas Memory Systems** claims that its new RamSan-400 solid state disk is the first to come with 4Gb Fibre Channel interfaces. The new 3U device’s 500,000 random I/Ops and 3GBps random file transfer rates make it ideal for MRP, OLAP, OLTP, and other data-intensive applications, the company says. The high-availability RamSan-400 comes in capacities of 32GB to 128GB.

Workstation

■ **Axiomtek** announced the heavy-duty Human Machine Interface PANEL1170-800 computer, which is designed for use in a variety of environments. The PANEL1170-800 computer features a 17-inch SXGA LCD monitor and is built around Intel’s 852GM chipset, which accepts Pentium 4 processors with Hyper-Threading. The device also supports RAID 0 and RAID 1 configurations between SATA hard drives. Axiomtek also offers the unit with an optional slim CD-ROM drive.

SOFTWARE

Data Communications

■ **AdventNet** has introduced the WiFi Manager 4 system of network management

for wireless environments with fewer than 10 access points. It includes features such as autodiscovery, continuous network monitoring, automated alerts, centralized configuration tools, firmware maintenance, and reporting tools. AdventNet supports products from D-Link, Linksys, Netgear, Cisco, Symbol, Proxim, 3Com, Avaya, HP, Dell, and Nomadix, among others. In addition to the new 10-access-point edition, WiFi Manager is also still available in editions for 50, 100, 500, or unlimited access points.

Security

■ **Acronis** has introduced Acronis Privacy Expert 8.0 Corporate, which provides security to both workstations and servers. It has a centralized management console, agent deployment to systems on the network, and support for running security applications on remote systems. The latest version of Acronis Privacy Expert is designed to provide protection from common threats, such as identity theft and fraud. Acronis Privacy Expert 8.0 Corporate brings spyware protection and other features from Acronis’ consumer software to a corporate environment. A spyware shield and automatic spyware definition updates help prevent malicious activity.

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Storage Area Networks Go High Speed

D-Link To Release iSCSI SAN Solution For The SME Market

by Joseph Pasquini

TYPICALLY KNOWN FOR its consumer and SOHO connectivity solutions, networking heavyweight D-Link has recently made public its plans to enter the IP-based storage area network arena. Designed to affordably address the needs of small and medium-sized enterprises, the xStack Storage product line of iSCSI SAN arrays will feature the industry’s first 10Gbps Ethernet interface.

“The introduction of the D-Link xStack Storage product line represents the achievement of another milestone in our advanced technology initiative for 2005,” says Steven Joe, president and CEO of D-Link. “Internet-based storage area networks are a natural extension of the Ethernet and networking expertise that D-Link brings to the table with our core competency, so information technology managers and users can embrace this next-generation technology with confidence.”

The xStack Storage family, which is based upon SoC (system-on-a-chip) technology, will employ the industry’s first 10Gbps Ethernet interface. With its SoC implementation, the D-Link array will provide 10Gbps iSCSI, TCP and IP offload, and embedded processors running an integrated storage-virtualization firmware stack on a single ASIC. IP SAN Device Manager software, which can be used to remotely configure and monitor the storage subsystems, is also included. D-Link’s iSCSI interface can consist of up to eight 1Gb Ethernet LAN attachments or a single 10Gb Ethernet attachment. Jumbo frames on a

SNAPSHOT

D-Link xStack Storage Product Line

High-speed iSCSI storage solutions designed to meet the needs of small to medium-sized enterprises

www.Processor.com/D-Link

gigabit Ethernet network are also supported. The xStack Storage platforms support removable SATA disk drives arranged in RAID level 0, 1, 5, and 10 configurations. Automatic detection of failed drives and automatic rebuilds of spare drives from global hot spare pools

are also supported. The xStack will implement a feature called Micro Rebuilds that will significantly reduce the wait time for requesting systems caused by missed or erroneous drive commands. Two versions of the xStack will be available: One is slated to be a compact 1.6TB capacity 1U chassis with battery-protected cache memory while the other will feature a larger 6.4TB capacity 3U chassis with redundant power supplies. The D-Link xStack Storage family is expected to be made available in the fall. Facing competition from companies including Real Storage, IBM, Cepoint, NetEx, and NetApp, D-Link’s storage solution will differentiate itself due to its anticipated pricing structure and the company’s experience with networking, says D-Link Technical Media Manager Michael Scott. “You can be sure, as with all D-Link products, the xStack Storage products will be very aggressively priced when we bring the product to market,” says Scott.

Direct Attached Storage

www.Processor.com/Rancho



The MiniSTOR JBOD family is designed to support the next generation of storage technology. The JBOD enclosure is extremely small, cost effective, and highly scalable based on the 2.5" drive technology with a wide range of interfaces for SCSI, SATA, SAS, and Fibre Channel. Supports Ultra320 SCSI, SATA I and SATA II, and Serial Attached SCSI interface (SAS).



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Product Releases

Continued from Page 16

■ **Global Technology Associates’** new firewall operating system GB-OS version 3.7 is coming preinstalled on newly shipped versions of all the company’s products, including the GB-2000, GB-2000e, GB-750, GB-500, GB-250, and GB-250e. The new OS also forms the core of GTA’s software firewall GB-Ware. The OS includes the ability to share loads between multiple gateways, both physical and virtual, enhanced gateway failover, and policy-based routing capability. The company also introduced a new mobile VPN client. Designed for use with GTA’s GB-OS firewalls and VPN products, the Mobile VPN Client features a configuration wizard which allows users to implement USB Drive and hidden modes on the VPN client. GTA firewall users can use the Mobile VPN client to enable support for NAT-T. Included with all new GTA firewalls, current GTA customers who upgrade to GB-OS 3.7 will be able to download the GTA Mobile VPN Client software from GTA’s Online Support Center. GTA added that new OEM licensing partner TheGreenBow will also offer the Mobile VPN Client.

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■ **Senforce Technologies** announced Senforce Wi-Fi Security, a security application

designed to safeguard systems from wireless computing vulnerabilities, hackers, and unwitting employees. Senforce says this endpoint security program protects systems across existing Wi-Fi standards and the forthcoming 802.11n standard.

.....

■ **Trend Micro** recently announced a number of new enhancements for its environments. These enhancements include ScanMail for Microsoft Exchange and Lotus Domino, PortalProtect for Microsoft SharePoint, and InterScan Messaging Security Suite. These products serve as answers to security risks found in server-based applications. They are designed to minimize the impact of malicious code, spam, and other attacks by inappropriate content. For instance, ScanMail for Microsoft Exchange v7.0 features advanced content filtering technology to get rid of spam while allowing email traffic to flow uninterrupted. All of the products are currently available on a per-user basis. Prices range from \$11.39 per user for the Spam Prevention Solution to \$21.20 per user for ScanMail for Lotus Domino.

Systems Management

■ **Citrix Systems** announced Citrix Access Essentials, bringing secure remote access

and efficient centralized management of information resources to SMBs. Using Citrix Access Essentials, organizations of up to 75 Microsoft Windows users can securely connect to centralized information. Citrix Access Essentials works with Microsoft Windows Server 2003 for client/server applications, files, and internal Web sites and lets system administrators control who gets what and when. By combining technologies from Citrix and Microsoft, Citrix Access Essentials lets users run programs from a central and secure location while appearing to run them on their local machine. This enables fast response times, regardless of the user’s true location. Citrix Access Essentials is available exclusively through authorized Citrix Solution Advisors in five-user packs through the Citrix easy licensing program.

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■ **MKS** announced the release of its newest version of the MKS Toolkit. Version 9.0 is designed to improve productivity on both 32- and 64-bit Windows OSes. It is a cross-platform kit that will work not only with Windows but also with Unix/Linux based systems. MKS Toolkit 9.0 now features multibyte character support, which will allow users to manipulate data in non-ASCII formats. Also included in the kit is an enhanced

secure visual file manipulator which allows you to drag and drop files and directories and edit permissions in Unix, Linux, and Windows environments. The MKS Toolkit 9.0 starts at \$359.

SERVICES

Power Management

■ **Emerson Network Power** announced the Emerson Liebert Availability Assessment service that will help business customers develop more effective strategies in mitigating costly downtime associated with power interruptions. This service helps businesses identify where their IT systems are vulnerable to failures from power loss or overheating. Emerson Network Power has availability experts who provide analysis and recommendations for ways to integrate reliable power and cooling solutions to help systems stay up and running. This assessment service was developed with support from Network Frontiers and input from IT, facilities, and business continuity professionals worldwide. Customers also receive a business impact analysis of their company’s current IT network power availability though generation of metrics such as risk scores, downtime tolerance, and disruption costs.

An Intelligent & Efficient Data Archive Solution

StorageTek IntelliStore Offers Dual Disk & Tape Capability

by Cynthia Lazzaro

.....

A LEADER IN THE long-term tape-based data storage industry, StorageTek joins a growing number of companies offering CAS (content-addressable storage) in the form of a combination of disk and tape technologies. The technologies provide long-term storage of large amounts of data and still allow for quick, on-demand retrieval of that data.

Fast, reliable, and cost-effective storage and retrieval is a growing industry, especially with the new federal and worldwide compliance regulations requiring

companies to archive and maintain easy access to stored data for longer periods of time. And according to Forrester Research, data is growing at rates that nearly double yearly.

According to StorageTek, the IntelliStore is the “world’s first intelligent archive and compliance solution that delivers 10 times the capacity for a lower entry cost than the nearest competitor.” It is an excellent data storage choice for midsized and large businesses and gives them the same reliable storage and retrieval capabilities previously only available to the largest corporations.

The IntelliStore is based on a reduced Linux Kernel and uses dual Xeon nodes configured in a mesh design. The proprietary file system is more efficient than Windows NTFS or standard CIFS, but the device supports all three file systems, providing flexibility and versatility.

The IntelliStore solution is unique from many of its competitors by delivering performance and scalability across multiple platforms and offers the ability to consolidate and archive multiple applications. Another key feature is that the IntelliStore provides seamless integration of security and compliance policy management across write-once, read-many disk and tape. A company’s investment for existing data storage

resources is protected because any integrated tape can be leveraged. The IntelliStore lets companies manage and migrate data automatically, based on a defined security policy, and apply the security data protection across all combinations of storage devices.

Competitors to the IntelliStore include Archivas, Avamar, Exagrid, and Permabit, but its main competitor is EMC’s Centera, which owns a significant percentage of the market. However, StorageTek asserts that IntelliStore is 10 to 15 times faster and has up to 15 times the managed file capacity of its EMC rival.

One of its greatest strengths is management of the information lifecycle. Disk-only archiving can be costly and difficult to scale.



SNAPSHOT

StorageTek IntelliStore Intelligent Archive Solution

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Disk-based solutions also fail to offer risk mitigation over the long term. Tape-based solutions were often slow to access the stored data but provided the risk mitigation disk base systems lacked. Combining both technologies improves both long-term storage performance and management. ■

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Secure, Web-Based, Fully Automated Performance Management

PerfCap's PAWZ Planner Answers Capacity Questions

by Alan Petraske
• • •

What IT resources will be required this time next year? Where are the bottlenecks going to be when the business really grows? Which component will saturate next? And when? What will the impact be on the current response time when a new application is added? Maybe we need a capacity-planning guru for this. Or is she already too busy?

To answer most of these questions, the new PAWZ (Per-

formance Analysis Web Zone) Planner is an option for the IT professional who needs to determine what computing resources are required to meet future business growth. PAWZ is Web-based, enterprise-level, automated performance management software that uses a queuing, network modeling engine to analyze end-to-end performance of systems, networks, and applications. And it will help answer most capacity- and performance-related questions.

Basically, the PAWZ Planner automates the process of capacity modeling and planning. For each server that is monitored, a performance monitor and an agent collect information on a daily basis or more frequently if needed. Users can define workload profiles, change sampling intervals, or data-fetch time for each server. All this information is sent to a centralized server running SQL and IIS for display as Web pages. Selected users receive Exception reports, which are generated in the database.

The PAWZ Planner will automatically produce reports and graphs that detail saturation

response time, device utilization, device rate, throughput, and exact remaining capacity (headroom). Headroom trending graphs show how remaining capacity has been used over a period of time. Custom and Detail reports are available. The Planner can run on demand or automatically each day at a prescheduled time.

As a result, management can examine system, network, and application performance from an intranet browser anywhere in the enterprise. They can look at resources such as CPU, disk IO, or memory to get an enterprise-level vision of their future technology needs. Or they can drill

down to process-level and disk-level data, either in real time or historically, all with no manual intervention.

The Planner is easy to install and operate and requires no scripting. It can use predefined workloads or can be customized for specific workload definitions. By automating the performance monitoring and capacity planning process, it lets IT professionals focus on solving business problems.

The software requires a 700MHz x86 processor or better, running a Win2000/2003/NT 4.0 Server, and Microsoft SQL Server 2000 or 7.0. It supports the following platforms: WinNT/2000/XP, SUN Solaris, HP-UX, IBM AIX, Tru64 Unix, Linux, and OpenVMS. ■

SNAPSHOT

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Get The Edge On IT Management

Network Appliance Offers New Consulting Services

by Frederick Nevin
• • •

SORTING THROUGH A LONG list of IT consulting services can be difficult when you're trying to focus on a specific problem. Making the selection process easier is one of the qualities Network Appliance offers with its ConsultingEdge package of six new consulting and integration services.

"The products deliver complete solutions that do the job better while requiring less ongoing management," says Phil Williams, vice president of marketing for NetApp global services. The products, he adds, provide assistance in designing and implementing a data infrastructure that is cost-effective and flexible. They encompass everything from the corporate data center

to remote offices in a single, easy-to-manage storage environment.

The new service packages focus on risk avoidance to provide seamless transition to and incorporation of new technologies, project management, and training. They also emphasize cost reduction to achieve maximum value from new and existing equipment by better allocation of resources and improved storage management techniques.

The service packages focus on faster deployment to create faster return on investments and benefits, without sacrificing productivity.

The services also concentrate on performance improvements, which enhance storage service quality and make possible easier use and administration of resources. In addition, the packages highlight flexibility to implement best policies and processes and make sure the solution meets future customer needs.

Cost depends on the customer. For example, consulting services associated

SNAPSHOT

Network Appliance ConsultingEdge Services

Complete consulting solutions involving risk avoidance, cost reduction, faster deployment, performance improvements, and maintaining flexibility

www.Processor.com/NetApp

with a major hardware and software deployment account for about 10% of the deal, Williams says. Services can be purchased independently or in advance of making a decision on a hardware and software purchase.

The new products are important to the IT market because they "enable storage buyers to deliver on the business benefits that are expected from an investment in IT infrastructure," Williams says.

The ConsultingEdge product, Williams adds, distinguishes itself from competitors by offering a choice between an end-to-end solution and short, targeted intervention. ConsultingEdge competitors include products from EMC and HP. EMC's services include information protection services, storage management, architecture and consolidation services, and classification and policy services. The HP consulting packages include network and system management, recovery, security, workload management, storage, and time and expense consulting. ■

The new service packages emphasize cost reduction to achieve maximum value from new and existing equipment.

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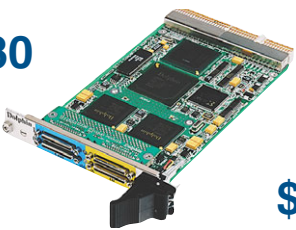
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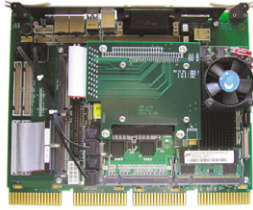


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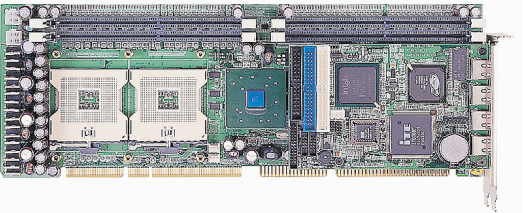
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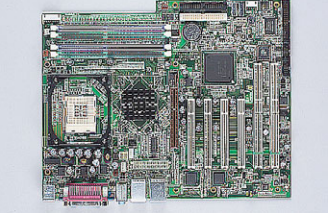
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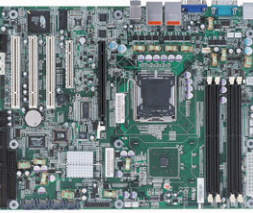
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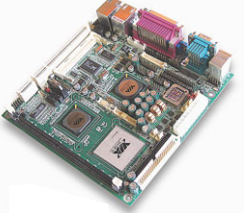
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OPINIONS

BENT • ON • STORAGE

Storage Guy Answers 10 Pressing Storage Questions

Q: This month I thought it would be fun to take a few questions and have a try at answering them.

A: 2007. It's the single biggest area of interest in the market today. The technology is coming to make it a no-brainer.

Q: When do you believe disk-to-disk-to-tape backup will become mainstream?

A: 2007. It's the single biggest area of interest in the market today. The technology is coming to make it a no-brainer.

Q: What intelligence gets moved into the fabric and when? (so it's useful, not just a vendor pipe dream)

A: Fabrics (switches and directors) already have most of the intelligence they need, which is networking intelligence. Putting storage intelligence inside a switch is a vendor pipe dream. Specialized appliances are a much better approach. Most people just want their switches to switch, not perform application-layer storage tasks (like virtualization). Forget about file system intelligence in a switch. Anybody remember Pirus? No? Good, I didn't think so.

Q: What do you think the most important problem is in storage today?

A: It's finding the stuff we store amidst all the garbage we keep dragging around. I think a lot of people are interested in secondary (tiered) storage to function like a digital compost heap. I really think we are becoming less and less efficient in our work because we spend more and more time looking for the data we need. Back in the '60s, there was a big government ad campaign to "Keep America Beautiful." The idea was to inject a consciousness about the environment. The problem is that in the digital world we are all insane litterbugs and masters of our own trash heaps. Admit it, it's ugly in there.

Q: So how do I separate out the garbage data from the good data?

A: Now that's a humdinger. If you believe that the garbage problem is never going away, then you are left with using search tools for finding relevant data. My desktop search is probably more of a pain in the rear than it's worth, though, so I'm not convinced search is all that useful. A file system that actively identifies and classifies data using advanced rules would be nice. But the interest in that kind of file system appears to be nil, so I guess we better get used to using search tools.

Q: What is the viability of the Linux platform in the enterprise?

A: Hmmm. Not much of a storage question, but storage guy likes the topic anyway. If you think about Linux as the best match for virtual systems using VMware (EMC) or even OpForce (Veritas), then it's already viable and doing great stuff for lots of people. It's sort of a secret, except that too

many companies are already using it.

Q: When is iSCSI going to really take off and why?

A: When the VAR channel figures out that it can make lots of money helping customers save lots of money on storage. The time frame is the same as for disk-based backup, but the two are not joined at the hip (actually iSCSI is an enabler

to a lot of SMB customers. Newer vendors that don't have entrenched business with the Fortune 500 can be more responsive to smaller



MARC FARLEY

Marc Farley is the author of "Building Storage Networks," the leading technology book in the field of storage networking. He is also the president of Building Storage, Inc., a company that provides consulting and educational services to the network storage and financial services industries. Farley regularly writes and speaks about storage networking technology and is an online expert for the SearchStorage Web site.

for less expensive D2D2T), so that means 2007.

Q: What type of consumer has the ear of storage vendors? Enterprises, SMBs, government, what?

A: Most storage vendors still listen primarily to large enterprise accounts because the size of those big deals affects their quarterly revenues. This is true even for companies like Dell that sell

customers. This is why newer storage vendors can make it today; the SMB market will float them.

Q: Is there a difference between backup and archive? Why does this seem to be so confusing?

A: Yes, there is a difference. Backup is primarily used to recover data near term, say over the span of a few days to a few months.

Archive is for covering your butt from litigation and the like. It's also useful as a way to create an organized dumping ground for old data. Sorry Unix Dude, just let the world use "archive" to mean something useful instead of being used as an ego prop or a way to confuse your management.

Q: Have you ever thought about how much physical space all the disk storage space takes up in the world today?

A: No. Hmmmm. But if we are living inside a collapsing black hole with relativistic time dilation, does it matter? Maybe then I'd ask, how much garbage data gets squirted through a wormhole, and is it encrypted or not?

Q: No, that's not what I meant. What I really wanted to know was how much space the space character is taking up in the universe. And how much resource is spent managing it?

A: Exactly 2.67540% of all data, unless it's compressed, then it depends on the application. [P]

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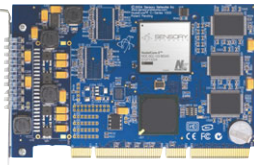
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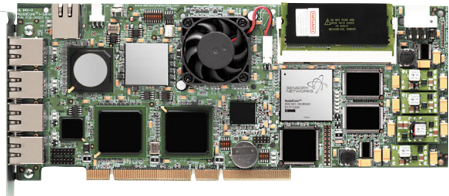
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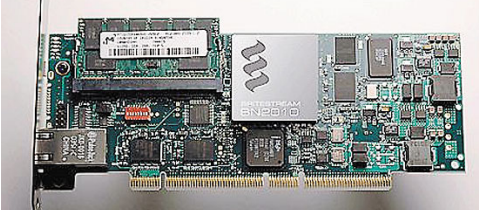
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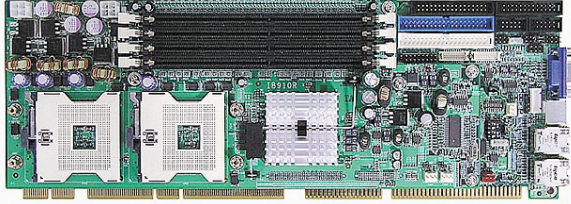
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OPINIONS

DATA • DEVELOPMENTS

Discovering & Managing Services

No, this editorial is not about Motorola again, but perhaps it should be. After four months, they finally responded to my request for help. The stream of messages was (almost) comical. They finally called me when I started talking about the FTC and consumer fraud. No, there was no real resolution, but they're sending me a cell phone battery to shut me up. I guess they don't know me very well. . . .

Introducing The SqlConnectionStringBuilder

This time I want to take a snapshot of the chapter I'm working on this week: "Getting Connected." I've discovered a number of interesting (at least I think so) topics uncovered and illuminated over the last two weeks. First, ADO.NET 2.0 includes a new class (really a set of classes) called the SqlConnectionStringBuilder, implemented by each of the providers. In the SqlClient provider, it's the SqlConnectionStringBuilder.

Why go to the trouble of using this class when you can simply code your own SqlConnectionString? Well, if you misspell the keywords, you won't find out until runtime—way too late to do anything about it. To address this issue, the SqlConnectionStringBuilder class exposes properties for each of the critical SqlConnectionString keywords, so you can use strongly typed named referencing to set them. As you enter the properties, Visual Studio Intellisense helps remind you of the acceptable datatype but does nothing to make sure you set a value in a reasonable range, unless you include the new add-in "DoItRightTheFirstTime" that corrects this kind of mistake automatically.

One tip: In the June CTP build, the SqlConnectionStringBuilder incorrectly sets the MultipleActiveResultSets (MARS) keyword to true by default. This can cause grief if you don't set it to false. Sure, MARS is interesting to the marketing types comparing SQL

Server with Oracle and for a few (very few) situations where you need to use the same connection to perform another operation. It's easier, faster, and safer to just open another connection. However, one of the problems associated with MARS (beside poorer performance) is that it can lock up your application if you try to open more than nine connections. They're still working on this issue.

Cleaning Out The Connection Pool

Overflowing connection pools is one of the perennial issues we've been fighting since the ODBC drivers first implemented connection pooling. The problem has exacerbated since the .NET Framework changed when objects are disposed when left for the garbage collector. In the 1.0 Framework, the SqlClient provider (used for SQL Server) exposed a number of handy performance counters to help monitor the pool. Unfortunately, they don't work all that well. They've been replaced with another dozen perf counters that can be used to keep tabs on the pool.

I wrote an "exerciser" application for the book that's

designed to stress the pool and watch how it behaves when typical stuff happens. For example, if the server goes down, all of the connections in the pool are blinded. In the 1.1 Framework you can't tell something is wrong until you access the object tied to the connection managed by the connection pool—like the command running your query. Only then does the pooler tell you something is wrong. It also ignores the fact that there are 27 other connections in the pool in the same state of disrepair. Your code must retry at least 27 times before you start finding out that the server is really down.

They finally fixed this in the 2.0 Framework. Now when the server goes down and blinds all of the connections in the pool, the pooler flushes the pool at the first sign of trouble. Unfortunately, the pooler makes a rather rude sucking noise when this happens, but they're working on that too. Microsoft also added a lever to the side of the 2.0 .NET Data Providers that flushes the current connection's pool, as well as all pools for your app domain. Of course, these methods don't do anything to active connections in



WILLIAM (BILL) VAUGHN

William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

^ BIO NOTES

Discovering & Managing Services

The 2.0 Framework also exposes several new classes to let you search for SQL Server instances and start, pause, continue, and stop them. In the first case, if you know the .NET Data Provider's InvariantName (such as System.Data.SqlClient) you can use the DbProviderFactories.GetFactory and CreateDataSourceEnumerator to return a DataTable of all Servers, Instances, and the version of SQL Server visible on the domain. Once you have this information, it's not that hard to construct a ServiceName such as MSSQL\$SS2K5 and use the System.ServiceProcess.ServiceController which can be used to examine or set the service status (such as "running," "paused," "connecting," and so-forth).

These classes will be very important to SQL Server Express edition applications that need to verify that the server exists and is running. If it's not running, it will be easier than ever to start it and shut it down when the application ends. ■

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OPINIONS

TECHSPEARTISE

Treat WLAN Security Like Your LAN

CDW's networking and security teams are receiving more questions from IT managers and network administrators about security as businesses increasingly adopt WLANs. Many companies want to know how to leverage the investments in their wired networks to help with wireless security rather than start from scratch. Naturally, requirements vary, but security hardware requirements tend to be the same for most business needs. The difference is scale.

What most often distinguishes a security solution is software. Software provides much of the management capabilities and enhanced degrees of authentication, access control, and reporting. The first question we'll ask a customer in a needs assessment is how much control and reporting they need. Their answer often determines the complexity of their solution.

"We're seeing IT managers interested in adding management capabilities

and intelligence to their firewalls and other security devices," says Mary Hwang, wireless product manager at SonicWALL. "Another top concern is preventing infections from guest users and employees that reconnect after visiting a less secure network with their laptop."

Companies such as SonicWALL, Roving Planet, and Fortress Technologies are introducing products that expand manageability and flexibility. While not every organization needs a retinal scan to allow access, more and more want increased authentication. When a user attempts to log on to a WLAN, he can be directed to a Web page that requires a username and password. With the right tools, once this user logs in, his usage can be tracked. This is important because companies are granting access more frequently to suppliers that visit onsite. These suppliers may also work with your competition.

WLAN Considerations

Incorporating convergence and integration between wired and wireless networks is often a hot topic at the beginning of wireless discussions. However, a number of other less obvious issues frequently come up.

FCC Regulations

Make sure your technology provider understands how FCC rules impact your wireless solution before you buy. Some products from different manufacturers won't interoperate because of the frequencies they use. Also make sure that you don't accidentally extend the access point range in a way that causes interference with other devices.

Network Use

While many WLANs are used to provide basic Internet connectivity and file access, more businesses are using Wi-Fi for inventory management, remote automation, and wireless VoIP. What impact will your usage have on your bandwidth requirements?

SonicWALL's Hwang says that she sees companies preparing their networks for wireless VoIP



DAN VARGAS

Dan Vargas is a senior solutions engineer with CDW. He is part of a team of experts that helps customers navigate complex choices of competing networking solutions to identify which ones are most appropriate for their organization. Vargas also designs wired and wireless network configurations and leads training sessions that update CDW account managers on the latest networking products and trends. He holds a wide range of certifications including CCIE, CCIE Security Written, CCSP, CCDP, CCNP, CCDA, CCNA, WLSE, WLFE, and certification of Roving Planet products.

^ BIO NOTES

but waiting for standards to be in place first. "The one exception is health care, where they are adopting wireless VoIP heavily

to support improved communications."

Take Advantage Of Wizards

In the past, one of the biggest network security risks was that devices had features such as WEP but users failed to turn them on because it was too confusing. Today, more manufacturers are providing improved wizards with step-by-step instructions to make sure that features are turned on.

Encryption Type

It is not a question of if you need encryption but rather how much. The two prevalent types are WEP and AES. AES is much more powerful and secure. My colleague and security expert Doug Potts has an interesting analogy. "128-bit WEP encryption is like a barking dog that frightens off a burglar. AES—that's 256-bit, an even tougher type of encryption—that's like having the dog, an alarm system, and a guard out front."

If you are a bank or health care institution, you may want to consider a secondary authentication system such as a RADIUS server or a TACACS server.

These provide extra levels of security to protect data.

Consolidate Vendors

With so many wireless standards and proprietary technologies, it is extremely difficult to achieve seamless interoperability and reliability between access points and network cards made by different vendors. In many cases we recommend a customer stay with a single vendor to get the best product performance.

Wireless Signal Range

Conduct site surveys to measure the perimeter of your wireless signals. If the range is too large, it's more susceptible to a breach. A survey can help you optimize the number and location of access points. Software can also restrict access on/off hours.

Access To Resources

One way to improve security is by setting up a virtual LAN or VLAN. These networks help you assign users with different access levels. To access free wireless security resources, visit www.cdw.com/security.

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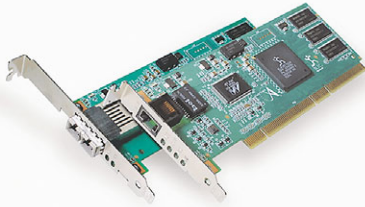
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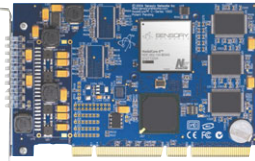
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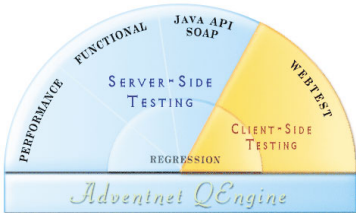


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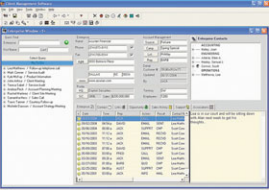
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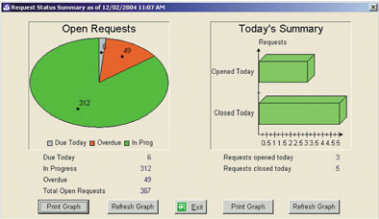
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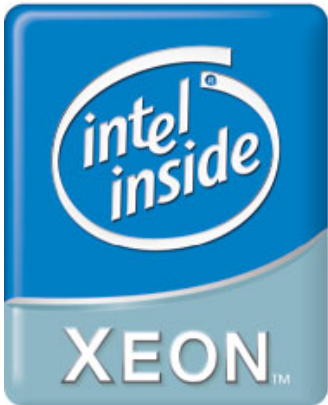


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Go To VoIP For Features, Not Finances

SMEs Look At VoIP Service & Manageability First

by Curt Harler

LIKE A NEW BROOM, VoIP gives small to medium-sized enterprises a clean sweep of their voice networks. “VoIP has enabled us to shorten hold times and improve customer service,” says Alex Dykes, systems administrator for Coit Services, a cleaning services company.

Kevin Stone, senior network administrator at Johns Hopkins University’s Bloomberg School of Public Health, likewise emphasizes features and not finances. “In planning a VoIP system, I would not look at the cost savings as a selling point, unless it is new construction,” he says. “Service, features, usability, and manageability are better selling points than cost.”

There are phone savings. Dykes says, “We estimate that we reduced MRC [monthly recurring costs] of phones lines at some of our locations by 50% by using VoIP trunks between offices to utilize excess capacity and enjoy the lower long-distance rates that dedicated circuits can provide.”

Getting VoIP started right is important. “Make sure there is a person or persons selected as the point person and make sure that person has all the necessary training,” Stone adds.

“Moving phones and/or telecom employees into the network world creates issues and service needs that are generally new to all parties,” Stone notes. “The network people, in most cases, are not used to supporting an always-on commodity service. The telecom people are not used to the workings of the network world, and the convergence can be difficult both technically and in mindset.”

Prepare For The Move

Coit Services did not have time to wait or plan. The transition to VoIP snuck up on the IT department. “We were in the unenviable position of needing to replace failed equipment, and, due to the accelerated nature of the transition, there was little preparation done prior to the transition,” Dykes says. “Fortunately, our network infrastructure was already up to the task for the most part, so the impact was minimal.” The IT staff did a great deal of research into VoIP on an operations level.

At Johns Hopkins, the move to VoIP started with a test group. “We

This way the old familiar phone was still available but all calls should have been forwarded to the VoIP phone,” he explains. It is still rolling out to the community at large.

Coit had a Qwest private routed network (virtual frame) installed and it upgraded all of its routing and switching hardware to models that support QoS prioritization. “We decided early on that we would only seriously consider the top-tier phone equipment manufacturers, so Avaya, Cisco, and Nortel were all considered,” Dykes says. “We needed a line of systems that supported the size and variety of our business.”

Choosing A System

At Coit, Avaya’s IP Office is a key part of the VoIP system. “Due to the call center monitoring and reporting options the IP Office has provided, we restructured shifts, re-allocated employees, and, in some locations, altered business hours and days we are open, due to the wealth of information opened to us,” Dykes says.

“The IP Office was really the only series of systems that scaled well from 250 users and multiple PRIs to 10 users and four analog lines,” Dykes says. “We also needed a system that was reliable, dependable, and supported basic features such as inter-company dialing but also provided for advanced call center reporting and monitoring, remote users with IP phones or IP softphones.”

For network equipment, Coit opted for Nortel Networks BayStack 5520 and 5510 switches for their high-performance stacking, relatively low cost, gigabit support, and PoE support in locations that required it. The IT department and the operating branches of Coit coordinated the criteria for the systems.

The IT department set the standards for equipment at Johns Hopkins. “The hardware and software needed to come from existing partner relationships, since this eased purchasing and reduced our costs,” Stone explains. “We also wanted to ensure we had consulting expertise available from existing firms and contracts.”

IT staff determined the feature set by looking at existing phones and their features and using that as the lowest common denominator. “No system could be considered without having those minimum features,” Stone says.

At Johns Hopkins, Netcordia’s NetMRI was already in place when

“VoIP has its place, and its place varies from business to business.”
- Alex Dykes, Coit Services

had a small subset of willing participants and worked all the implementation issues out,” Stone says. “We also left the standard phone on the desk and provided forwarding instructions.

the VoIP implementation started. “It was the default choice and has proven to be a good fit for our needs,” Stone says. “The reporting and monitoring is timely and accurate and provides the

right information without being overwhelming.” He adds, “We are evaluating several other products to ensure we are not missing information that is relevant to our environment but so far had not felt the need to purchase additional monitoring tools.”

The Need For Support

“I feel that we selected the right phone system and the right vendor to help us in this process. It was important to us because of our size that we use a vendor with a national presence that provided 24/7 support,” Dykes says. Coit also looked for a phone system from a company with a strong product line and a track record for long-term support.

Stone says that working with existing vendor relationships and being familiar with the people and policies involved eased their implementation. “We also ensured our network design was stable and robust enough to minimize problems with voice traffic. We made sure that WAN links were sized properly and implemented QOS. Uplinks were monitored for high utilization and latency issues before we started the pilot. We trained two staff members as the pilot got started so they had solid knowledge that was able to be immediately used. This ensured both the relevance and retention of the training material,” he adds.

Dykes is also pleased with the way the process went. “In hindsight, I don’t believe we would change anything,” he says. “I think that some businesses tend to hear VoIP as being the next big thing and for that reason alone they select it. VoIP has its place, and its place varies from business to business,” he says.

Stone says, “I would have fought the political/economic battles much earlier in the process. Implementing VoIP reduced the dependence on another group and that led to budget and manpower questions,” he says. “I also would have pushed for clearer understanding of the business need for some of the more advanced features that we spent a great deal of time testing and implementing but ultimately [are] not using.” Still, he is happy with VoIP. “To date it has been stable and has provided a viable alternative to the Centrex system that was installed,” Stone concludes.

Why VoIP?

Alan Clark, CEO of Telchemy, a company that provides basic VoIP components, lists reasons why a small to mid-sized enterprise should consider VoIP.

- Moves, additions, and changes are simple. To change offices, a worker simply unplugs the VoIP phone and takes it along.
- It is easier to tie remote offices together.
- No special equipment is required for work-at-home employees. VoIP offers an instant VPN tunnel.
- VoIP integrates nicely with applications on the network.
- While VoIP equipment costs have fallen to about equal that of traditional phone sets, the features and benefits of VoIP far outweigh POTS. Continued price pressure on VoIP will soon make it attractive economically, as well.
- In the future, calls will be IP from end to end. Wideband codecs will allow better voice quality on all calls.

Voice & Data Contracts: How Long?

Analyze Your Needs To Determine Optimum Length

by John Brandon

• • •

BUSINESS CLIMATES change. This is especially true in the rough-and-tumble telecommunications industry, where IT managers rely on their exceptional business acumen. One issue that often arises: the length of voice and data contracts. In any IT department, long contract lengths mean lower prices but less flexibility when it comes to choosing a new provider. Short-term contracts can make your IT infrastructure more nimble to react to technology advancements, but often at a higher cost.

For IT managers it doesn't help when there are rumors of acquisitions or impending mergers between telecom heavyweights such as SBC and AT&T or Verizon and MCI. In these scenarios it's typical for the acquired company to try to ramp up revenues before the merger as one way to enhance its post-merger negotiations. In such cases, the customers can have the best of both worlds—great savings, for a short contract term.

Month-To-Month

According to Lisa Pierce, a vice president at Forrester Research responsible for watching U.S. business-class services, IT managers have three options when it comes to contract

lengths. The first scenario, typically reserved for IT managers at Fortune 100 firms, involves a month-to-month contract. These multimillion-dollar deals are rare (think Coca-Cola and Wal-Mart), and companies this big have all the bargaining chips.

“Companies of this size can set the price they pay for voice and data services, and if they like the quality, they will continue to buy from the provider the next month,” says Pierce, noting that most IT departments are too small to name their contract price for an open term length.

Pay-As-You-Go

The second scenario involves not a time but a revenue commitment, a pay-as-you-go contract where you can set a price with the provider for, say, \$2 million and then renew the contract once you have exhausted those funds. The advantage is that if your company stops using a service because of an economic downturn, for instance, you can wait for the contract to expire some time later than planned, without penalty. Alternatively, unhappy customers can elect to increase spending with a provider that is not providing the best service and pay their way out of the contract.

Many providers are hesitant to make this arrangement, although it's sometimes advan-

tageous to them. In this scenario, the negotiation skills of the IT manager come into play. In the current economic climate, these types of arrangements are gaining in popularity.

Long-Term

Most IT managers will fall into a third category, where they sign a long-term contract. In most cases, companies such as Sprint and Qwest will require a term of two or three years. However, Pierce says the timing is perfect right now for IT managers to demand a shorter term contract, say, a one-year term that gives you the option to extend the contract if the services meet your needs.

“The changing telecom economy gives you more breathing room as a customer,” she explains. “Telecom companies are seeking to improve their position in the market, so where a shorter contract might have cost about 20% more than long-term contracts, that number has dropped to more like 10% to 15% or lower.”

Pierce recommends negotiating a shorter contract over the next few months as Verizon seeks to purchase MCI and the SBC acquisition of AT&T reaches its final stages. Of course, once the market streamlines, longer contracts may make sense due to the increased cost savings, provided you are happy with your carrier's network quality and customer support.

Pierce doesn't see a time when companies should revert to term lengths longer than three years. She advises a maximum of two years. Most IT departments maintain the same carriers over several years anyway, partly because it's just another sourcing arrangement to maintain and partly due to the high cost of switching carriers, says Pierce. For now, short terms are ruling the day. 

What Contract Length Is Right For You?

When your small to medium-sized enterprise is deciding the right length for data and voice contracts, consider the benefits and drawbacks of different contract options.

Pros & Cons Of Different Terms

	Benefits	Drawbacks
Long-term contract	- Cheaper rates - Better carrier relationships	- Less flexibility with technology - Locks company with one carrier
Short-term contract	- Low temporary rates - Changes easily with technology	- Requires negotiating skills - Lasts only during mergers
No contract/ Month-to-month	- Companies set new rates monthly - Companies can cancel contracts for poor service	- Applies primarily to Fortune 500 companies - No long-term rate structure

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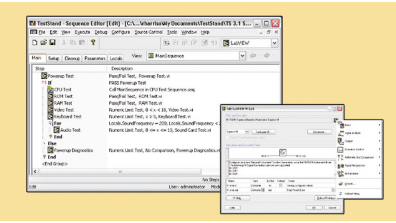
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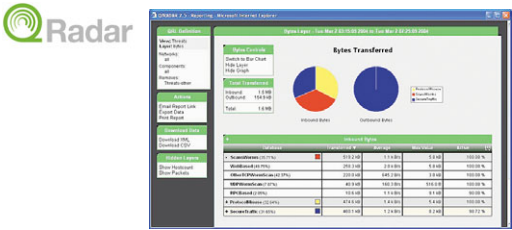
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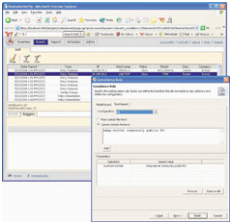
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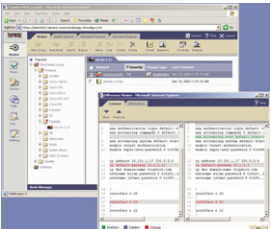
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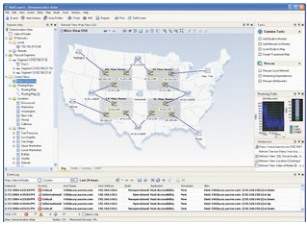
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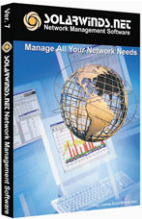
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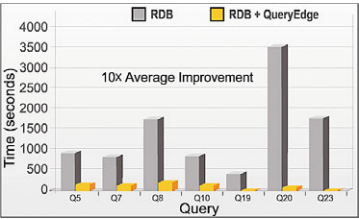
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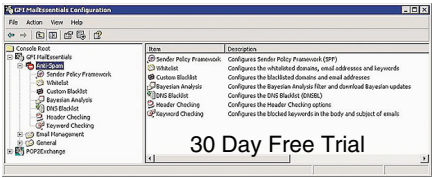
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Enhanced 911 With VoIP Technology

Unreliable E911 Support Holds VoIP Back

by Will Kelly

VOICE OVER IP telephony is challenging traditional landline telephone carriers in many commercial markets. Small to mid-sized enterprises are latching onto VoIP because of its rich features and lower cost per month. VoIP's cost savings for an SME can be so distracting that many VoIP adopters assume or dismiss 911 calling because 911 was on their landline telephones. Nevertheless, the lack of reliable Enhanced 911 support is holding VoIP back from becoming a true replacement phone technology.

E911 Challenges

"VoIP's Geographic Independence Complicates E911 Solutions," a Yankee Group research note, cites challenges for providing reliable E911 service to VoIP users. One challenge is PSAP (Public Service Access Point) routing. When a VoIP subscriber dials 911, his call is routed to the closest PSAP to deal with the emergency. Reaching the emergency call taker is another challenge. Currently, 911 calls from a VoIP subscriber route to an operator via an administration line not staffed 24/7 by 911 operators. In addition, VoIP 911 calls don't automatically include subscriber or location information at the current time.

In May 2005, the Federal Communications Commission ruled that VoIP providers have to

make E911 a mandatory service feature in response to a number of high-profile incidents where VoIP callers couldn't reach a 911 operator. Interestingly enough, prior to this May 2005 ruling, the FCC considered VoIP an information service rather than a phone service. This initial interpretation let VoIP providers bypass many of the state and local regulatory requirements that ensnare landline telephone companies, including paying state taxes.

E911 In A VoIP World

The challenge of E911 in the VoIP world hinges on technology and provisioning issues that counter VoIP users' expectations for 911 calling support. For example, unlike landline telephone numbers, VoIP phone numbers aren't geographically assigned to subscribers. The chart below shows a range of 911/E911 support among leading VoIP providers.

Joyce Dorris, chief marketing officer of SunRocket, a national VoIP provider that built E911 service into its telephone service from day one, says, "Nomadic E911 doesn't have the infrastructure and is at the heart of the [E911] challenge." She further emphasizes the need for corresponding addresses to VoIP phone numbers, which seemed to fall off the requirements in some initial consumer VoIP service deployments.

The 911 services infrastructure that serves landline telephone

customers maps telephone numbers to their geographic addresses. This setup enables 911 operators to bring up the geographic

carriers include manually configured 911 services, the necessity of the configuration gets lost on many consumers.

The Morality & Ethics Of E911 For VoIP

VoIP is moving beyond early adopters willing to put up with major and minor inconveniences. While VoIP at its conception may not have been meant as a total telephony replacement, many people and organizations fed up with local and long distance telephone monopolies are flocking to VoIP carriers for their phone service, expecting the same phone service and experience as the landline telephone they left behind.

SunRocket's Dorris points out that "delivering E911 is critical to users so they get emergency support when needed. It's the right thing to do." She says, "As a baseline, when people pick up the phone they expect to be able to dial 911."

Consumers Today Expect VoIP To Match The Regular Telephone Experience

Question: If you were considering subscribing to a VoIP service (or if you have subscribed), how important would each of the following be in your decision to purchase the service?

Select Service Attributes	VoIP Service Must Have
Service that works 100% of the time instead of 95% of the time	68.8%
Ability to dial 911	66.4%
Full-house solution (enabling all the jacks in the house)	49%
Access to complete E911	48.5%
Ability to select your own area code	14%

Base: U.S. households aware of VoIP service

SOURCE: THE YANKEE GROUP 2004 TECHNOLOGICALLY ADVANCED FAMILY SURVEY

address at their duty station when answering a call from that telephone number.

Many VoIP providers overlooked the necessity of integrating their telephone services into the 911 infrastructure. Even while Vonage and other VoIP

Positive News

Some of the most positive news about E911 support comes from the alliances being struck between VoIP providers and otherwise-entrenched landline telephone providers who control the current 911 infrastructure.

Verizon Communications, the big daddy of Baby Bells, made a big entrance by opening its 911 infrastructure to VoIP carriers. Vonage also struck a similar deal with Qwest Communications.

Other positive news about the VoIP/E911 comes from the technology side. Skyhook Wireless recently announced the availability of a WPS (Wi-Fi Positioning System). A WPS uses 802.11 radio signals to determine the precise location of a wireless device such as a wireless router or a Wi-Fi/VoIP telephone. The potential in such technology is building WPS into commercial VoIP phone adapters.

The Future Of E911 & VoIP

While today's issues with E911 and VoIP bear some resemblance to 911 issues on cellular phones a decade ago, the alliances being struck between landline telephone carriers and VoIP providers show promise that all VoIP carriers will have access to the 911 infrastructure so their customers have important emergency communications in times of crisis. ■

VoIP & Geographical Independence

The geographical independence of VoIP complicates E911 for a number of VoIP service providers.

Geographical Independence Complicates E911

	Price Unlimited Calling (U.S. & Canada)	E911/911	Select Your Own Area Code	Pricing Notes
Time Warner Cable	\$39.95	Full E911	No	Applies to digital cable and high-speed data subscribers. Price increases for others.
Vonage	\$24.99	Basic 911Dialing (E911 in R.I.)	Yes	
Cablevision	\$34.95	Full E911	No	New subscribers to the triple-play will pay as low as \$29.95 for voice.
AT&T CallVantage	\$29.99	Basic 911Dialing	Yes	One month free
Lingo (Primus)	\$19.95	Basic 911Dialing "Emergency Calling Service"	Yes	Three months free. Includes calling to Western Europe.
Packet 8	\$19.95	Basic 911Dialing and E911 in select areas	Yes	Packet 8 provides full E911 to select areas for an additional fee of \$3 per month.
Verizon VoiceWing	\$34.95	Basic 911Dialing "Limited Emergency Response Service"	Yes	\$29.95 for customers with Verizon DSL. Limited time offer.

SOURCE: COMPANY REPORTS AND THE YANKEE GROUP, 2005

Store More & Save More

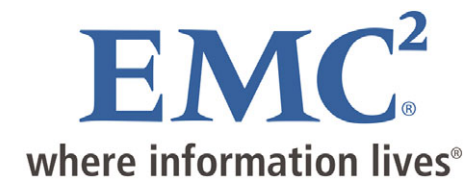
Emerging Storage Practices Promise To Meet Increased Demand At Lower Costs

by Stephen J. Bigelow

TODAY’S CORPORATIONS depend on data. Payroll records, customer contacts, company manuals, sales reports, and everyday email or IM communication are just some of the electronic resources that keep businesses running. Companies are also storing much more data than ever before. Not only is more information available in digital form, but companies are saving volumes of data in an effort to comply with expanding government regulations—and to protect their actions against potential legal ramifications. Consequently, the process of storing, accessing, and archiving corporate data has become a mission-critical feature of any organization. The challenge for tomorrow’s companies, explains Ken Steinhardt, director of technology analysis at EMC, is to balance the performance and cost of storage against its value to the business.

ILM Takes Over

Enterprise storage has taken center stage in everyday IT operations, and numerous changes are taking place that



promise to change the storage landscape. The most sweeping change, Steinhardt says, centers around information lifecycle management, where information is stored based on its relative value to the organization. “[ILM] is all about getting the right information to the right place at the right time,” he says.

Traditionally, businesses stored everything in one infrastructure (one drive array or one server), which meant that yesterday’s press releases and sales records were stored alongside idle customer records and employee files that may be several years old. Obviously, some of that data is more valuable or relevant and should be readily accessible through fast (and expensive) storage systems. However, the less relevant data took up space on the same fast (and expensive) infrastructure. ILM recognizes that the value of data changes with time, and the one-size-fits-all approach of the past is quickly giving way to a far more tailored approach that lets older, less relevant data reside on slower (but far less expensive) systems. Steinhardt cites basic check writing as one example. “If you write a check, its immediate value is very high in terms of execution and processing. Now three to four years down the road that check may be far less significant, but you may still need to access the records of that check to verify a purchase, deduction, etc.”

Hardware/Software Changes

Of course, the systematic shift to ILM is not taking place in a vacuum. Steinhardt says that both software and hardware are

changing to complement the broader adoption of ILM. He’s quick to point out that the decision on what data files to move—and when to move them—cannot possibly be a manual decision. ILM tactics demand powerful automated software tools to manage the data storage process. “Once an email is idle for 30 days, the policies defined in ILM software will move the old email from a high-speed server to a slower secondary storage platform.” The move is essentially transparent to the user; all of their emails still appear in their old mail box, even though idle mail messages may actually now reside on slow ATA drives in a different server.

The notion of a “universal repository” is also taking hold among storage professionals. Other data types, such as PDFs, Word documents, JPEG (and other bitmap) images, spreadsheets, and other content, are quickly dwarfing traditional transactional data. Software must also play a role in categorizing and prioritizing storage needs based on such data types. Regardless of the software chosen to handle a storage infrastructure, Steinhardt emphasizes the growing importance of “open” storage management tools. IT professionals can scarcely afford the time to manage multiple storage platforms, and open software (such as platforms based on the SNIA’s SMI-S specification) allows a variety of storage technologies to be managed through a single console or utility.

And storage hardware is also evolving. Beyond the obvious increases in drive capacity, new means of communication and virtualization are lowering costs and facilitating new storage implementations in the enterprise. Steinhardt points to the IETF’s recent iSCSI standard, allowing a conventional LAN to carry storage protocols and emulate the performance of a Fibre Channel system. “This lowers costs by placing SCSI commands over an Ethernet network. It certainly doesn’t replace high-performance [Fibre Channel] infrastructures but can lower costs for secondary storage applications,” says Steinhardt. The Fabric Application Interface Standard being sponsored by ANSI T-11 is another area of interest to Steinhardt. He believes FAIS will ultimately help storage virtualization, allowing multiple storage platforms from a variety of vendors to work together. One last key area of change is in storage protection and resilience. The trend toward disk-based storage allows businesses to implement reliability techniques, such as RAID, and approach disaster recovery more proactively.

Other Trends

Steinhardt sees several other important trends taking place in storage. One of the hottest topics is nondisruptive applications that allow continuous 24/7 operations but still allow for platform changes to occur. “Previously it’s been a tradeoff between availability and performance. Either the system had to come down for maintenance

or performance suffered as updates/upgrades were performed live,” says Steinhardt. Emerging storage technologies promise live, real-time changes without a hit to performance.

Data backups and archiving are also being revamped as disk-based storage platforms prove their value over tape systems. The problem with traditional tape backups, says Steinhardt, is time. He points out that it can take hours, even days, to restore a system from tape. This leaves a company crippled for an unacceptable length of time. “Even when tapes work, there’s not enough time to restore in a manner that is acceptable for any service level. Disks are much faster. Now that disk technology is falling in cost and disk backup library software is

readily available, the effectiveness of disk backups makes more sense than tape,” notes Steinhardt.

Disk storage is also finding acceptance in archival applications. Where backups are essentially copies of current data that are primarily used for rapid recovery (data protection), archival storage is intended for long-term accessible storage. As one example, Steinhardt notes that your current bank statement may be backed up, forming a second copy of your current data, which can be recovered quickly in a disaster. However, once the data is no longer current, that statement (maybe your statement from January 2003) can be relegated to archival storage, freeing space in your main storage for new data.

What's Next

Quantum Leaps

DEVELOPERS HAVE LONG SOUGHT the means to move past the traditional bit limitations of today’s computer architectures. Digital technology (as it exists today) employs transistors to hold bits in the form of electronic 1s and 0s, and the transistor can only be in one state or the other. An emerging technology called quantum computing promises to offer vastly more powerful computing.

Quantum computers handle qubits, which can hold both states simultaneously. For example, three standard bits can represent eight possible digital values (000 to 111), but only one value can be represented at a time. Using qubits, all eight values can be stored at once. This offers a vast potential storage and processing improvement for future computing systems. Developers such as HP (which recently released a paper on quantum computing strategies) may rely on laser light rather than electricity to carry digital information around the computer. Still it may be another decade before practical quantum computing systems become available. Even then the true computing power and potential of such a system is not clear at this point.

Windows 2000 Retiring

WIN2000 HAS EMERGED as an immensely popular OS. In spite of its relative age, Windows 2000 is still used on almost half of Windows desktop PCs. Such popularity has placed Microsoft into a quandary; it’s been difficult to move users to later OSes (such as WinXP). However, Microsoft is finally putting the squeeze on its venerable OS by ending mainstream support and shifting to “extended support.” Its recent Update Rollup is expected to be the last major release for the aging OS, including a wide range of patches, along with a series of small security fixes. Although extended support is expected until 2010, Microsoft is clearly pushing Win2000 toward a “working retirement.” Administrators and business planners should heed this move and take advantage of this extended support period to qualify new or alternative OS platforms for their business operations. The end is coming.

Unified Wi-Fi Chips

THERE IS NO DOUBT that Wi-Fi has become a staple of modern computing. A series of industry standards have evolved to foster the technology among component/system makers and users. Although the journey from 802.11 from “a” to “g” has been relatively smooth, system makers are often faced with a staggering array of chips for inclusion in each various system. With 802.11n in the wings, system makers are bracing for yet more chips.

Intel, whose Centrino wireless platform technology is largely credited with bringing wireless use into the mainstream, is hoping to simplify wireless PCs with a single-chip CMOS Wi-Fi product that supports all current (and expected future) wireless standards. Intel intends to offer a single chip solution that can handle multiple Wi-Fi radios, allowing that one chip to serve in 802.11a/b/g/n products. The chip should support bandwidth to 100Mbps for 802.11n. There is no word on when Intel plans to release its unified wireless chips.

NEXT WEEK IN PROCESSOR . . .

Coming In Our July 29 Issue:

Microsoft has been making the headlines as usual lately with Longhorn and news about stepped-up security efforts, simplified licensing schemes, and updated versions of Windows Mobile and IE. Find out how all these changes impact your enterprise.

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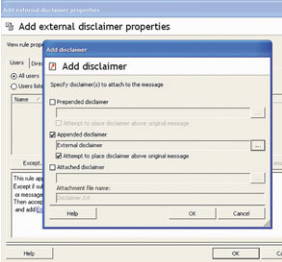
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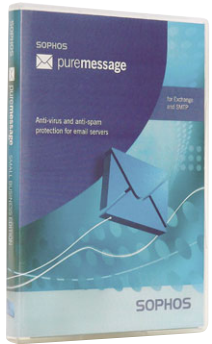


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Stellar E-Mail Shuttle™ is the leading industrial strength migration software providing AnyWhere2AnyWhere™ e-mail migration and directory synchronization to and from Microsoft® Exchange, Novell® GroupWise®, Lotus® Notes®/Domino®, Fisher TAO, Scalix, Oracle® Collaboration Suite, Sun ONE™, HP OpenMail and IMAP4-compliant systems. For a free evaluation, visit www.Processor.com/Stellar



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Instant Messaging
www.Processor.com/PangeanTech

insta-REACT! is a SIP-based converged platform for instant voice communications. It provides an all-in-one communication solution as well as a one to one, one to many, and many to many voice communications. All features are delivered on a single software user interface on the user's PC using the corporate network. The Solution provides secure, standard-based multimedia communications including:

- Instant Message (IM)
- Numberless Dialing (Paging)
- Voice recording
- Dynamic conferencing

- Presence
- Intercom
- Conferencing
- Push to talk

The system feature set is optimized to support the communications needs of any enterprise seeking instant group voice communications, remote workgroups, telecommuters and mobile workforces.



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Mobile CRM
www.Processor.com/VoiceAutomation

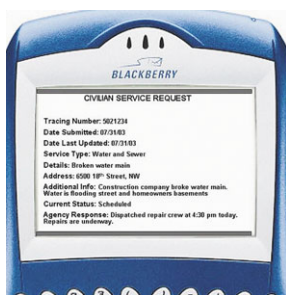
Packaged Speech Application

Now you can access Microsoft™ Outlook email, calendar and appointments over the phone with **Voice Automation for Microsoft Exchange**. Whether commuting, working off site, or traveling between customers, mobile access through voice is reliable and fast. Your voice is the interface, no keyboard required to read, reply to and create new Outlook data, including appointment times and contact information. Updates are system-wide, so off site and on-premise CRM users are always in sync. It's a low-cost hosted or on-premise solution that gives you the functions of a wireless PDA, along with the ability to create update data remotely. Minimal installation and training required.



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Mobile CRM
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Air2Web's 2CRM is a set of mobile solutions enabling secure, wireless access to critical data from companies' FFA, Call Center, and SFA applications, including Siebel. From a wireless device, employees are able to securely access, work with, and respond to enterprise data whenever and wherever they are.

For more info, visit:
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No one knows when or how disaster will strike. We just know the potential is always there. An early warning is critical to minimize the impact on computers, networks, users & the organization. When a disaster occurs, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. This is because what happens in your data center affects the entire organization and maybe even your customers.

Temperature monitoring is one of the biggest threats facing today's dense computer rooms and data centers. More and more hardware is placed in each rack and rooms that were never designed to house computers are often converted to be an IT data center. Air conditioners are typically undersized, poorly placed, not maintained and run continuously until they die. When aircon units fail, critical servers continue to operate and crank out heat while cooling systems remain disabled. *Oops!*

Computer and network equipment is designed to operate within a very specific range of temperatures. Basically, if your data center rises above 85° F, you're cooking your hardware and increasing the risk of failure. Unsure... just ask IBM, HP, Dell, APC or Liebert. The bottom line is that you need to know immediately when temperature problems arise because recovery is simply too expensive.

"25% of all data centers experience downtime more than 5 times a year... 60% of these last more than a half day."

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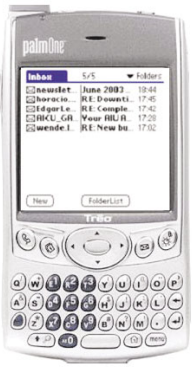


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Mobile Email

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Air2Web's 2Mail solution enables wireless access to Microsoft Exchange, Lotus Domino, POP3 and IMAP based email software. With 2Mail, businesses have a single solution for offering wireless email to a variety of mobile devices, including RIM, Palm, Pocket PC, WAP, SMS & J2ME handsets. 2Mail features access to email, calendars, contact info & attachments, in addition to the ability to securely authenticate devices & users.



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Tool Categories

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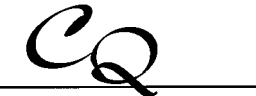


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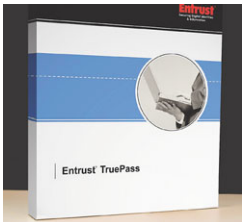


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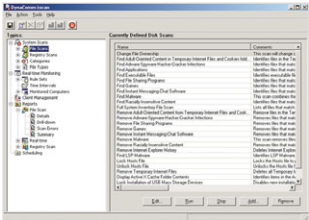


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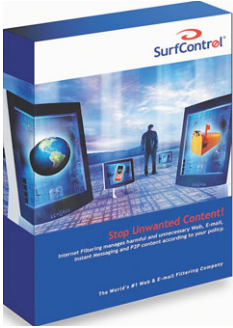
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WizSoft

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effective application management

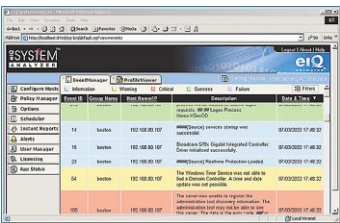
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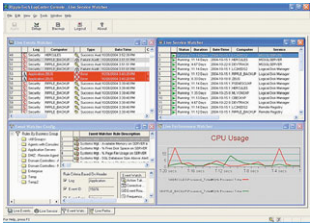
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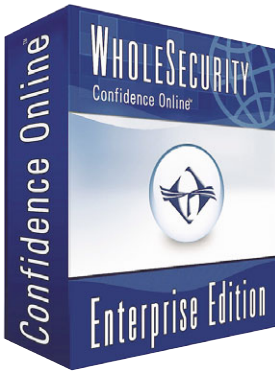
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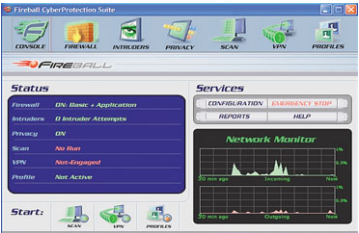
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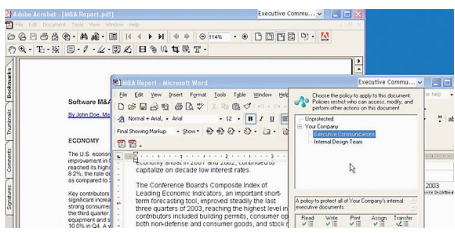
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Fax: (972) 458-5454

Rights & Permissions
www.Processor.com/Tabernus



\$995

Tabernus' new Disk Purge product allows any storage device owner to completely erase all data from any and all drives. Disk Purge Declassification Software is DES/DOD endorsed for completely and thoroughly sanitizing any disk device to the following standards: DOD 5200.28, NCSC-TG-025, AFSSI 5020, OPNAV 5510 and AR-380-19 and HIPAA compliant.



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as low as
\$19.95
per user

Marx Software Security offers the security token Crypto-Box USB for secure data and software protection, as well as for 2-factor authentication. The hardware key encrypts data with the Rijndael Algorithm Advanced Encryption Standard (AES). The CRYPTO-BOX Supports all Windows, Mac and Linux Operating Systems.



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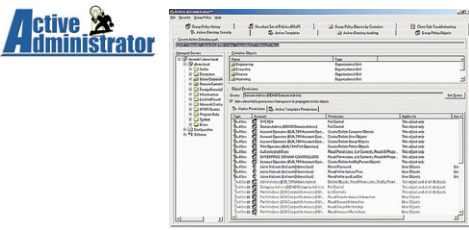


The "**Secure Hash Signature Generator**" creates signatures that are unique to the data stored on a disk drive. These signatures are used to verify intentional or accidental tampering with the drive image. The software has the ability to scan any secondary or slave drive attached to a PC or the RoadMASter running the Windows operating system.



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Active Administrator is a comprehensive management and auditing solution enabling administrators to efficiently manage Active Directory Security and Group Policy in Windows 2000 and 2003 based networks.

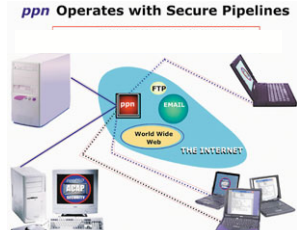
- Simplified Group Policy Planning, Management & Backup
- Consistent permission assignment with Active Templates

Find Out More At www.Processor.com/ScriptLogic



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Fax: (561) 886-2499

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Both **ppnPC** and **ppnPRO** provide the highest level of security for those data transfer applications for which the protection of information is critical. It is the preferred data transfer medium for those individuals and organizations that are required to comply with Federal or State laws and regulations that address the protection of an individual's privacy and/or the maintaining of the confidentiality of electronic data.



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Vulnerability Management

www.Processor.com/Allegent

Allegent Technology Group dramatically improves and sustains enterprise security by providing integrated threat management software that automatically detects and responds to vulnerabilities before they result in breaches and outages.

SolventView™, employed to protect networks at the 2004 Summer Olympics, is the industry's leading Integrated Security Management Platform (ISM). Through an open distributed architecture, SolventView™ integrates and evaluates data from all relevant network assets to proactively protect networks in real-time. SolventView™ integrates seamlessly with legacy systems and third-party products, and includes and centrally manages all security functions, such as VA, IDS, Policies, Rules, Asset Discovery, Forensics, and Compliance Enforcement.



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Backup Application

www.Processor.com/Veritas

Innovative Data Protection-VERITAS NetBackup Enterprise Server delivers enterprise data protection for the largest UNIX, Windows, Linux and NetWare environments. To help reduce administration and hardware costs, organizations can now take advantage of enterprise-strength features such as synthetics, disk-based protection, automated disaster recovery, and desktop and laptop protection. VERITAS NetBackup provides the most advanced media management available, including tape labeling, tape media pool creation, device sharing, media/device reporting and bar code support. VERITAS NetBackup Enterprise Server also provides optional database and application-aware backup and recovery solutions for Oracle, SAP, Microsoft SQL Server, Microsoft Exchange, Microsoft SharePoint Portal Server, DB2, Lotus Notes/Domino, Sybase and Informix to deliver data availability for utility computing.



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Backup Application

www.Processor.com/BetaSystems

Harbor NSM Product Suite

If you're like many companies today, your infrastructure has become increasingly complex while the growth in corporate data continues to explode.

Harbor NSM backup and recovery solution from Beta Systems not only backs up your ever-increasing amounts of vital data and provides the fastest recovery time on the market, it also works within your existing infrastructure, regardless of its complexity.

Harbor NSM provides high-performance network and SAN-based backup with fast, reliable data recovery.

- Scalable
- Manageable
- Flexible

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Backup Application

www.Processor.com/21stCentury

Not Just Another Backup Utility!

VFI/X is an intelligent, automated, high-level data protection and recovery management system. Based on the premier mainframe product that has protected Global 1000 corporations for over 15 years, VFI/X is now available for the distributed world. VFI/X leverages your current investment in all popular backup and recovery software and mirroring technologies. It unobtrusively monitors your systems in real-time, learns how your critical files are used as well as their interdependencies, and ensures that they're backed up when necessary, directly interfacing with the tools of your choice. All performed automatically, without human intervention, and these are just a few of its features. VFI/X is available for SUN Solaris 8 and above (Sparc 32, 64 & x86).

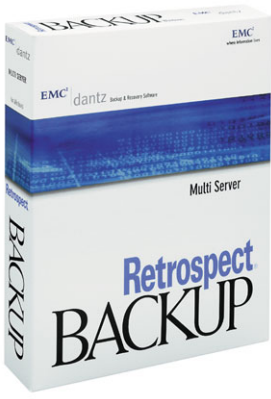
Learn more by visiting www.Processor.com/21stCentury



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Backup Application

www.Processor.com/Dantz



New EMC Dantz Retrospect 7 for Windows makes speed & ease of use a backup reality. Now you can perform fast, automated backups to disk, stream data to tape for offsite storage & keep disk copies onsite for quick restores. Just a few clicks will have you up & running. Ease of use, unparalleled restore accuracy & complete protection for servers, desktops & notebooks are why thousands of businesses rely on Retrospect.



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Backup Application

www.Processor.com/LXI

Backup, Recovery & Media Management

LXI TMS/ix brings true tape management to Unix and Linux servers. Capable of performing standard day-to-day backups, TMS/ix gives corporate data centers more advanced tape management for those tape processes above and beyond backup and recovery. With TMS/ix you can:

- Read and write standard label and non-label tapes
- Track and protect every tape used
- Manage virtually unlimited number of tape devices, including virtual and real automated tape libraries
- Implement regulatory compliant offsite vault mgt. program
- Monitor all backup activity from a single console

Learn more information at www.Processor.com/LXI

\$10,700
Starting Price



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Backup Application

www.Processor.com/Evault

EVault Online Backup & Recovery Solutions protect your business-critical data. Unexpected data loss can have serious consequences that no business or IT professional wants to face. Eliminate the risk and management burden of tape-based server backup and disaster recovery.

- Enjoy reliable and encrypted data transfer to an off-site storage vault, with 100% data confidentiality - guaranteed
- Centralize and automate your backup and recovery process
- Reliable and immediate restoration of lost or deleted files
- Lower data backup costs by leveraging existing infrastructure
- Automate for regulatory compliance



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Backup Application

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312's flagship product LeanOnMe provides platform independent peer-to-peer backup and remote access capabilities. Using innovative Peer-to-Peer technology, LeanOnMe allows you to backup your files to your friends, family, or colleague's computer. This is all done quickly, easily, and safely, using encryption standards similar to that used by banks and the military.

Try it free online at www.312inc.com

LeanOnMe features:

- Installation & setup wizard
- Protects files or folders
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- Peers cannot see, modify or infect your data
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- No monthly web storage fees!



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Backup Application

www.Processor.com/Ceelox



Devu Pro Server Edition provides a unique combination of data security, data privacy capabilities and biometrics in one, while maintaining business continuity. From the small startup to the largest corporate environment, Devu Pro Server Edition provides everyone from the desktop user to the systems administrator peace of mind, knowing all important and pertinent information is being synchronized and secured while the user works at the desktop.



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Backup Utility

www.Processor.com/AES

American Eagle's WEBSCAN
Web-based media tracking system

Track Media

- For Mainframe and Open Systems
- To and from any location
- By retention date or cycle control
- Kept in containers or slotted at the Vault
- Regardless of media type

Inventory

- Media in Tape Library
- Media at the Offsite Vault

Web-Based Advantages

- Access information from anywhere anytime
- No corrupt database issues
- Backups done at the server level

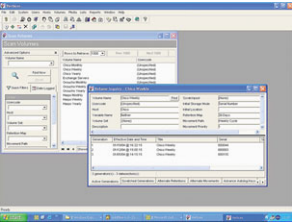


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Backup Utility

www.Processor.com/B&L





Vertices® Media Management System is the comprehensive, scalable disaster recovery tool that will help you meet even the most stringent business continuity guidelines. Vertices lets you easily store, track, move and protect all the media your company generates. And since Vertices integrates seamlessly with your backup system, the tracking / logging of your backup media will be done automatically.



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Data Replication

www.Processor.com/Constant

Constant Replicator™ provides automatic real-time replication of mission-critical file data in real-world heterogeneous environments over ordinary IP networks. Once installed on your host, Constant Replicator™ is always running, protecting your critical files by mirroring them as they change to one or more remote servers over your existing network.

As your business migrates to the next level where data availability is critical, consider the many enterprise environments where Constant Replicator™ can make the transition simple and hassle-free while simultaneously providing investment protection and a solid foundation for your future.



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Storage Resource Mgmt.
www.Processor.com/CreekPath

The CreekPath Suite provides integrated Storage Operations Management—you can readily discover what you have, see how it is performing, visualize the storage environment, and identify resources and opportunities for optimization. You can automate reporting to stay up to date on the health of your storage environment, and accurately plan for future demands. The CreekPath Suite also has management capabilities that let you resolve problems and automate workflow according to policies, sharing a common workflow and a policy engine that automates processes while tightly integrating Storage OperationsManagement (SOM) for maximum efficiency.

The CreekPath Information Portal is web-based and simple to use, and it can be accessed from anywhere in the network.



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Fax: (303) 845-1002

Storage Resource Mgmt.
www.Processor.com/NTP

NTP Software Quota & File Sentinel enables users to enforce the appropriate usage policies, so you can preserve system performance and availability. With Quota & File Sentinel you can enforce disk space limits on directories, shares and servers in order to control user consumption, manage data stored on servers and gain real-time data on storage performance.

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- Full HIPAA compliance
- Increased Security
- Installs without a reboot
- Network Appliance Functionality



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Storage Resource Mgmt.
www.Processor.com/DataCore



SANsymphony™ software is an enterprise-class open storage networking platform that maximizes the value from IT assets. It pools disk space and automatically allocates just enough capacity, just in time. This doubles disk utilization, delivers a tenfold increase in managed capacity per administrator, eliminates storage-related downtime, and enables affordable business continuance.



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Storage Resource Mgmt.
www.Processor.com/Nstor

nStor has built its NexStor platforms on a common management tool, providing you with the ability to easily manage your information assets. StorView management software allows you to leverage your storage resources to enhance the performance of your business applications, while simplifying and reducing the cost of managing storage environments.

- Easy to use, centralized management
- Flexible and customizable
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Storage Resource Mgmt.
www.Processor.com/DataCore2

SANmelody™ software converts PC servers into cost-effective expansion disk servers. Their added capacity appears as additional internal drives to disk-starved servers on LANs or SANs. This simple solution eliminates the need to commission extra application servers when the existing systems have no more room to add disks. Advanced options include point-in-time snapshots, auto failover across redundant disk servers, auto provisioning of disk space and long-distance asynchronous replication over IP WANs. These functions are host-independent and operate without occupying resources on the application servers.

To enhance application security and availability, SANmelody-equipped disk servers can maintain up-to-date copies (mirror images) of critical data currently housed on internal disk drives.



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Storage Resource Mgmt.
www.Processor.com/CaminoSoft

CaminoSoft's Managed Server HSM(tm) software provides a straightforward, cost-effective solution for managing the complexities of data storage. Combine the software with your Windows 200X and NetWare production servers and a host of off-the-shelf storage devices, including SAN, ATA/RAID, NAS, optical, and tape subsystems. The result is a finely tuned data storage resource supporting virtually infinite growth and availability. *Call for a price quote.

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Storage Utility
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\$4495

The SCSIToolbox is the industry's most advanced and widely used testing and diagnostic tool. In use worldwide since 1992, the SCSIToolbox encompasses every tool that you need to test, troubleshoot, configure, and diagnose any single-ended; differential, SCSI 1, 2, 3, wide or narrow devices; Ultra II, Ultra3; FC; iSCSI; SATA; ATAPI; or SAS device.



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Storage Utility
www.Processor.com/StringBean



WinTarget is a powerful iSCSI target software solution designed specifically for the Windows 2000/XP/2003 platform that enables IT departments to benefit from cost-effective network storage solutions. Leveraging the iSCSI protocol, WinTarget enhances Windows sharing of disk systems over an Ethernet network. WinTarget seamlessly integrates into the operating system enabling customers to leverage their investment in Windows by providing network-wide secure storage provisioning and high availability. Storage capacity is no longer trapped behind a single server or unavailable if a single server fails. Typical applications of WinTarget include sharing locally attached free disk resources among servers, extending high-performance fault-tolerant disk devices across the network, consolidating storage, or creating cost-effective cluster environments.



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Fax: (240) 597-8783

Baseline & Audit
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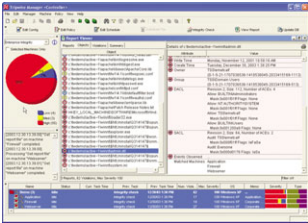
Enterprise Configuration Manager captures tens of thousands of configuration variables on every server and workstation in your organization. See the results immediately in the ECM Portal or as output in one of the hundreds of prepackaged reports. Tame rogue system configurations, enforce standards, minimize downtime, and forge a strong, seamless network environment.

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Tripwire® for Servers monitors critical server system files across the enterprise, providing immediate notification of changes that occur, while Tripwire Manager provides convenient, centralized management of Tripwire for Servers installations. With Tripwire software, evaluate changes and minimize impact to prevent downtime, maintain security, and stop implementation of unauthorized changes.



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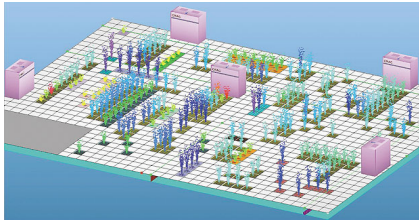
Cluster Management
www.Processor.com/Veritas3

VERITAS Cluster Server, the industry's leading open systems clustering solution, is ideal for reducing planned and unplanned downtime, facilitating server consolidation, and effectively managing a wide range of applications in heterogeneous environments. With support for up to 32 node clusters in SAN, VERITAS Cluster Server features the power and flexibility to protect everything from a single critical database instance, to the largest, globally dispersed, multi-application clusters. Increasing automation, providing features to test production disaster recovery plans without disruption, and offering intelligent workload management allow cluster administrators to maximize resources by moving beyond reactive recovery to proactive management of application availability.



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HVAC Management
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TileFlow is a software package for modeling airflow distribution in raised-floor data centers. It enables you to evaluate different layouts, consider the effects of reconfiguration of air-handling units and perforated tiles, explore the effect of under-floor blockages, and predict failure scenarios. TileFlow eliminates the expensive and tedious trial-and-error process to achieve the desired distribution of cooling air.



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Patch Management

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iPass Endpoint Policy Management Service

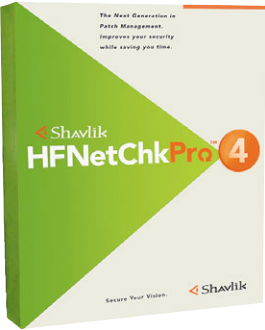
- **Continuous, automated assessment.** iPass inventories security assets on the PC and runs a security assessment before allowing an Internet connection.
- **Automated remediation.** After assessing the device, iPass automatically remediates OS patches and antivirus definition files based on your policies and priority levels.
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Patch Management

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Starting At **\$2,495**

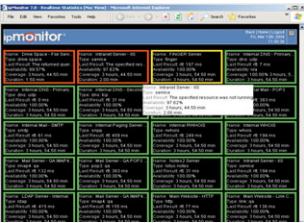


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Austin, TX 78728
Phone: (512) 246-3900

Monitoring

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ipMonitor is a secure, real-time network monitoring solution that will proactively Monitor, Alert and Recover your critical applications, servers and infrastructure equipment. Feature rich and affordable - ipMonitor's proven agentless architecture and comprehensive feature set delivers unparalleled reliability, ease-of-use and low cost of ownership.



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Monitoring

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VERITAS i3™ is an integrated software solution that provides a methodology for rapidly improving application performance. Correlates the application flow across the multi-tiered IT infrastructure by continuously monitoring all technologies that contribute to response time.

Identify the problem with VERITAS Insight™-collects detailed performance metrics from underlying technologies contributing to response time to provide deep visibility into complex performance bottleneck issues.

Notify the user with VERITAS Inform™-delivers key performance information collected by Insight & Indepth in the form of historical reports and exception to service alerts.

Correct the problem with VERITAS Indepth™-measures the real end user response time of multi-tiered applications. Provides specific performance metrics for SAP, Oracle, PeopleSoft, Siebel, and J2EE and MS-SQL applications.

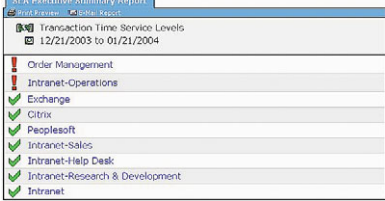


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Monitoring

www.Processor.com/NetQoS

\$34,500
Starting Price



NetQoS' SuperAgent is the most complete application performance solution available today, from reports to measure SLA compliance for the CIO to detailed problem solving analysis for network engineers. SuperAgent monitors and analyzes end-to-end performance based on real user traffic, measuring all transactions from all users. No synthetic transactions, no agents on desktops or servers.



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Monitoring

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Server Monitoring, Notification, and Analysis Software for Web Sites and IP Devices. Ensure availability and uptime through instant notification and alerts. Analyze historical data for trends and visualize current state with real-time charting and detailed reports.



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Monitoring

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TeamQuest® Software Solutions

- Data center performance management and capacity planning for proactive IT optimization.
- TeamQuest helps simplify performance management and capacity planning issues.

Our software solutions help users:

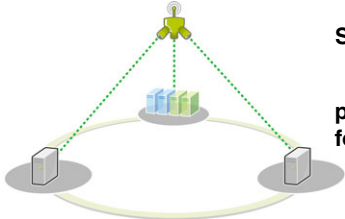
- Consolidate servers while maintaining peak performance
- Satisfy service levels at minimum cost
- Predict capacity requirements to meet business demands
- Accurately provision
- Plan system expansion
- Identify underutilized resources for redeployment
- Detect bottlenecks and determine the cause
- Manage application performance



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Monitoring

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Starting at **\$40**
per month
for 1 server

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Quickly and easily capture relevant capacity planning information for server consolidation projects. Remotely measure the server resource utilization in your datacenter and identify usage trends in CPU, network, disk, and memory resources from a single console and see the results in an easy to read graphical view.

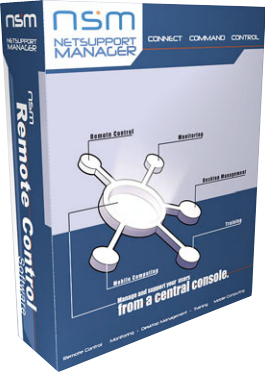


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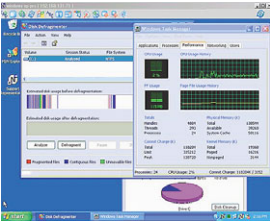
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Remote Control

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NetworkStreaming enables you to support your end users through remote control, on-demand through any firewall! In no time, NetworkStreaming installs, connects, and brings your end user's problems to your desktop from anywhere. Some key features include: unassisted reboot/auto-reconnect, simultaneous multi-system control, file transfer & real-time chat. Free Demo: processor.com/networkstreaming



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Scheduling Application

www.Processor.com/Isuru

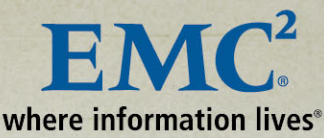
On-Time Operator scheduling software automatically runs a computer program, such as .exe, .bat, music files, etc at pre-determined intervals (e.g. every 20 minutes) or at a given time of the day. It also does a lot more, with built in, easy to use GUI driven utilities supplied to:

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- Transfer files across networks & nodes
- Trigger a secondary .exe based on name of a file dropped into a folder

Extensive query-enabled logs are maintained for debugging, and **testers** find the log invaluable for **testing and benchmarking** computer hardware and software. For trial copy go to www.Processor.com/Isuru.



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Fr: I need training to install this

To: my intern installed this



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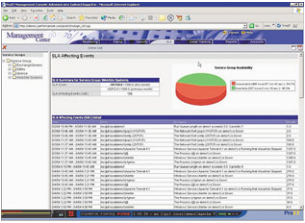
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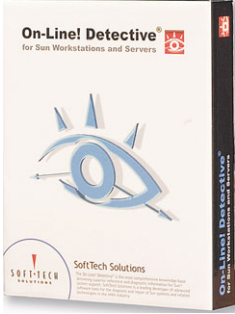
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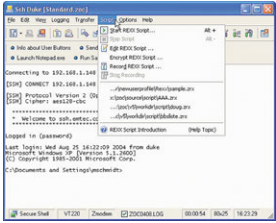


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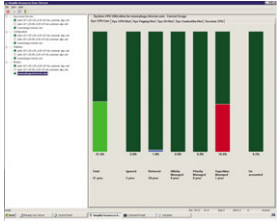
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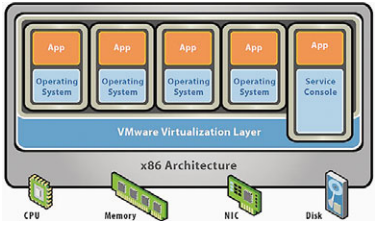
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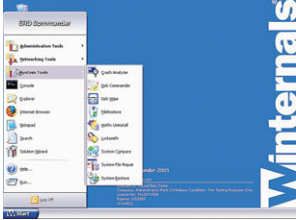
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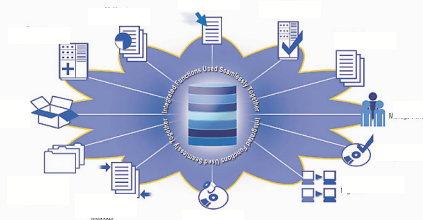
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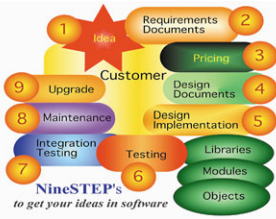
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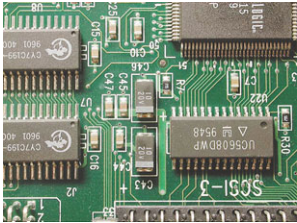
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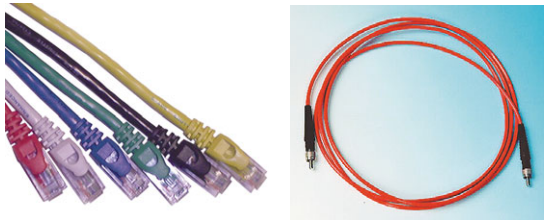
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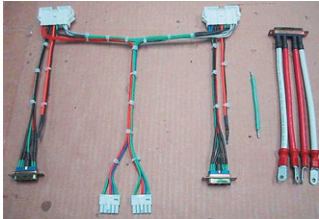
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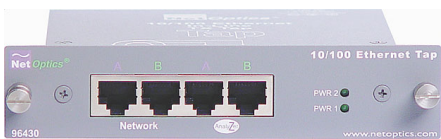
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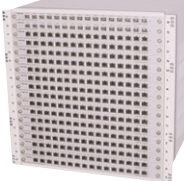


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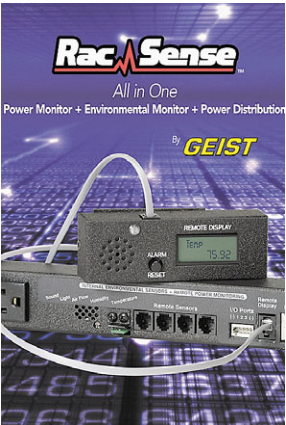
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- Sends SNMP Traps to 4 Destinations
- Full Password Protection
- Fully Compliant with all Operating Systems

We also have larger devices with more sensor capabilities available.



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Fax: (512) 328-1844

Environmental Monitoring

www.Processor.com/RLE2



Falcon

Multi Protocol Alarm Notification and Control

Inputs - Dry contact, 4-20mA, 0-5 & 0-10VDC (expandable from 8 to 104 inputs), Keypad for access control, Modbus

Outputs - Dry contact (up to 36), Sensor/Accessory power

Communication Ports - RJ-11, RJ-45, RS-232, RS-485

Protocols - TCP/IP; UDP/IP; ICMP, HTTP/HTML, SNMP (get/set/traps), BACNet/IP, Terminal Emulation, TAP, PPP



208 Commerce Drive
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Phone: (970) 484-6510
Fax: (970) 484-6650

Environmental Monitoring

www.Processor.com/RLE



SeaHawk

- Early detection of potential water/moisture problems
- Over 3 million feet of patented cable deployed
- Monitor up to 5000 feet and pinpoint leak location
- Dries quickly, easy to install
- Virtually eliminates false alarms
- Adjustable sensitivity levels
- CE certified, UL listed, and "fire code" friendly (CL2P Plenum rated)
- Zone and spot water leak detection solutions also available



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Environmental Monitoring

www.Processor.com/Sensaphone



Sensaphone IMS-4000

Comprehensive Remote Site Monitoring

Monitor critical environmental conditions such as temperature, humidity, smoke, sound level, motion, water, intrusion, and power outages with the IMS-4000 host and node. Each host and node unit supports up to eight environmental sensors.



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Phone: (610) 558-2700
Fax: (610) 558-0222

Environmental Monitoring

www.Processor.com/ITWatchdogs

\$399



Ethernet/Web

Temperature - Air Flow
Humidity - Door Position
Sound - Light Level
Power - Web Cam
16 External Sensors

Rack Mounted

Monitor Multiple Cabinets
HTML (no client needed)
SMTP (e-mail alerts)
SNMP (MIB, traps)
Graphing - Console



12885 Research Blvd.
Phone: (512) 257-1462

Austin, TX 78750

Environmental Monitoring

www.Processor.com/MGEups2



MGE UPS SYSTEMS

List Price \$180

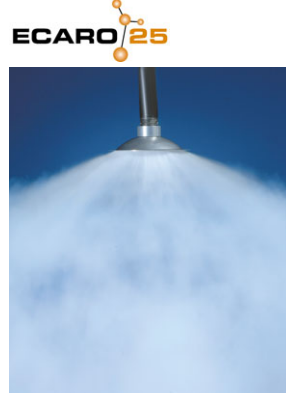
- Remotely monitors temperature & humidity
- Remote supervision via browser or SNMP-based NMS
- 2 contacts for door open, genset start up or other user-defined parameters
- Alarm thresholds set through SNMP/Web interface; notify email/SMS/pager
- Compatible w/any Ethernet/SNMP-enabled MGE UPS



1660 Scenic Avenue
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Fax: (714) 434-0865

Fire Protection

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ECARO-25

Clean Agent Fire Suppression System

ECARO-25™, utilizing HFC-125 (DuPont™ FE-25™) as the fire-extinguishing agent, is the best, most cost-effective clean agent fire protection system available. ECARO-25 is perfect for NEW clean agent fire suppression applications, as well as for Halon replacement projects. This highly effective fire suppression system is very safe.

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Fax: (816) 228-9277

Fire Protection

www.Processor.com/Ansul



SAPPHIRE™

SAPPHIRE™ Fire Suppression System uses a revolutionary clean agent that fights fires without causing damage to electronics and other critical assets. Ideal solution for DP centers, telecommunications, and tape storage facilities. Environment-friendly agent has atmospheric lifetime of only five days versus 33 years for the closest chemical alternative - and ZERO ozone-depletion potential. Find additional information at: www.Processor.com/Ansul



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Phone: (715) 735-7411

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www.Processor.com/Firelock

These **Vaults** are used for protecting information assets, which are stored as vital records and require the highest possible level of environmental protection. Typical uses for the **Media Rated Vault** include optical disks, digital tape and floppy disks, which include corporate records, tax records, financial documents, LAN back-ups or shadowing of the file servers via electronic vaulting. Typical uses for the **Magnetic Media** and **Computer Room Vault** include corporate or data processing libraries, media jukebox and silos. Any large archive of optical disk, digital tape or other magnetic media, which include information vital to the business continuity of the organization should consider this alternative. **Firelock can design any failsafe vault to meet your needs.**



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Fireproof Modular Vaults

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So electronic cabling structure can be reconfigured, serviced, or upgraded in a fraction of the time required by conventional cable management methods.



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Fax: (206) 682-0407

Flooring

www.Processor.com/DataClean

As low as
\$70
per unit



The more technology you pack in, the harder it is to keep cool, and hotspots quickly turn into trouble spots. And those uncovered cable openings in the floor dumping pressurized plenum air into the room instead of into your equipment racks aren't helping matters one bit. Seal them up with Koldlok raised **FLOOR GROMMETS** and keep your critical cold air circulating where it belongs.



Data Clean®

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Phone: (800) 328-2256

Des Plaines, IL 60016
Fax: (847) 296-6870

Flooring Accessory

www.Processor.com/DataClean2

Kit Price
\$79.95



Every Data Clean **FLOOR LIFTER** features premium quality rubber suction cups to provide a strong, safe grip on even the heaviest floor tiles. Rugged cast-aluminum handles provide strength without excess weight. **DATA BRACKET.** The enameled heavy-gauge steel mounting plate is equipped with a durable, universal bracket to hold the Data Clean Floor Lifter.



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HVAC

www.Processor.com/SpotCoolers

\$2,079
Starting Price



Portable Air Conditioner Office Pro® Series

- 10,000 to 60,000 BTU/hour
- Superb cooling and modern styling
- Electronic touch controls
- Programmable operating mode
- Digital temperature control
- Designed for the modern office

33 Locations Nationwide

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Spot Coolers

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HVAC

www.Processor.com/APC



The **PA4000** is a **Portable & Compact Air Conditioner** designed for localized cooling in small areas. It can be deployed quickly & easily, providing up to 4kW of air conditioning, without the need for an expensive installation. The **PA4000** complements APC's line of innovative cooling solutions for corporate data centers, small to medium businesses, access providers and small office & home office users.



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HVAC

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- Up to 60,000 Btu/hr of cooling power right where and when you need it.
- Protects against data loss and equipment failure.
- The only portable a/c ETL - verified for performance.
- Just roll it in. Plug it in. Duct it out. It's that simple.



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THE #1 PORTABLE SPOT COOLING SOLUTION

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HVAC

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- Focused, high-capacity cooling
- Energy efficient
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- Easy to install



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HVAC

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Data Aire provides a full range of computer room air conditioning products including floor, ceiling, and wall mounted units ranging from 1 to 50 tons. A cut away of the Data Aire series unit shown here is the ideal choice for your computer room. This line comes in either DX (6 to 30-ton) or Chilled Water (7 to 50-ton). **Let Data Aire be your choice in process and precision cooling.**



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Custom branding solutions for electronic enclosures, computers, laptops, monitors & keyboards.

Flexible Domed • Thin • Rigid Domed

Any Size - Any Shape - Unlimited Colors - 3M Adhesive
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- Dual power feeds in one enclosure
- Group outlet control for up to 4 power circuits
- Remote reboot via IP
- Secure HTML GUI, SNMP, RS-232 access 120/208 VAC 15, 20 & 30-Amp models
- True RMS Input Current Monitoring
- Power-up Sequencing



Server Technology, Inc.

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Fax: (775) 284-2065

Power Distribution

www.Processor.com/ServerTechnology



- Remote Reboot via IP
- Secure HTML GUI, SNMP, RS-232 access
- 120/208 VAC 15, 20 & 30-Amp models
- True RMS Input Current Monitoring
- Power-up Sequencing
- Link to a second tower for group outlet control



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Phone: (775) 284-2000
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Power Management

www.Processor.com/ServerTechnology3



- Remote Power Management & Pass-Through Console Port Access
- 4 Pass-Through ports for console management of serial devices
- 4 power outlet receptacles
- Secure in-band or out-of-band communications
- Field-Replaceable internal Global Secure Modem



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Power Management

www.Processor.com/BayTech3



24 Receptacles
LCD Display
RS232 Access

24 RECEPTACLE REMOTE POWER MONITORING & DISTRIBUTION

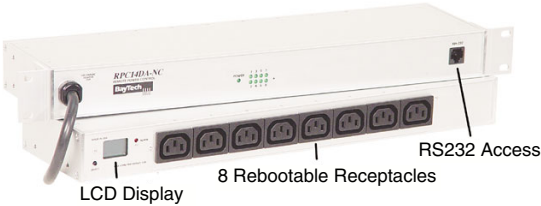
- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Display
- RS232 Interface 120/208VAC 10,20,30A Models
- Power Distribution and Monitoring In One Unit



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Power Management

www.Processor.com/BayTech



LCD Display
8 Rebootable Receptacles
RS232 Access

8 RECEPTACLE POWER CONTROL AND MONITORING

- Current, Voltage, Power, and Temp Monitoring
- LCD Screen Displays Power Monitoring Information
- RS232 interface, 120/208VAC 10,20,30A Models
- Turn On, Off, or Reboot any or All Receptacles



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Power Management

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Dualcom™ Plus



FINALIST at Networkd + Interop 2005

- Monitor current consumption of EACH outlet
- TCP/IP or RS-232
- SNMP management
- Login/password security
- Intuitive user interface

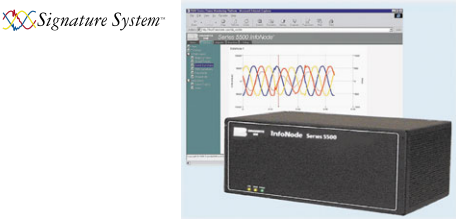


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Fax: (408) 975-0941

Power Management

www.Processor.com/Dranetz-BMI



Signature System™

The Signature System™ is an integrated, Web-browser-based platform that allows users to remotely--and in real time--monitor their power systems. A modular power quality and energy management tool, the Signature System is successfully used by data centers, mission-critical facilities, and banking/financial institutions around the world.

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Santa Ana, CA 92704
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Power Management

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BTECH's S5 Series Battery Monitoring & Validation System has been designed specifically for your UPS battery cabinet. Our patented and proven impedance measurement technology finds bad batteries well before they pose a risk to your critical systems. Plus, with battery sensing harnesses predesigned & tested for your specific cabinet, installation time is cut in half while increasing system reliability.



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Model: ISOBAR12ULTRA

\$149.00 MSRP

Premium protection against surges, spikes and line noise

- 12 outlets
- All-metal housing
- 1280 joule rating
- Isolated filter banks remove EMI/RFI line interference
- Diagnostic LEDs
- \$25,000 Ultimate Lifetime Insurance



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Power Protection

www.Processor.com/Pulizzi2



PC 975 Series - 2U Mounted

- 30A, 3-phase, 120/208V ~ WYE
- 120V NEMA 5-20R and 208V NEMA L6-20R outlets are standard L5-30R and L21-30R outlet versions available
- EMI/RFI Filtering, Surge suppression
- Remote on/off and EPO control
- Multiple Time Delay™ power up between phases



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Fax: (605) 334-4999

Power Protection

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TPC 4100 Series 3-Phase Power Distribution

- 0U or 1U mounted - 20A or 30A input, 3-phase, 120/208VAC WYE - 16A or 24A output
- UL498 Listed Main Disconnect Breakers
- (12) NEMA outlets, (4) per phase
- Attached 15' cable w/ either NEMA L21-20P or L12-30P
- EMI/RFI filtering, surge suppression

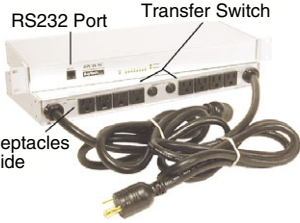


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Phone: (877) PULIZZI (785-4994)

Santa Ana, CA 92704-6839
Fax: (605) 334-4999

Power Protection

www.Processor.com/BayTech2



RS232 Port
Transfer Switch
4 receptacles per side

8 RECEPTACLE POWER CONTROL / MONITORING WITH TRANSFER SWITCH

- Current, Voltage, Power, and Temp Monitoring
- Automatic Transfer Switch
- RS232 or Network Interface 120/208VAC 10, 20, 30A Models
- Turn On, Off, or Reboot any or All Receptacles



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Fax: (228) 563-7335

Power Protection

www.Processor.com/ServerTechnology4



- Provide redundant power to single-power supply servers
- Auto-switches to a secondary power source if the primary becomes unavailable
- Universal voltage: 120V or 208-240V
- Primary select switch to designate the primary & secondary power feeds
- LED lights indicate which power source is in use



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Power Protection

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Model: SU30K3/3
Provide mission-critical equipment with the highest level of power protection available.

- On-line, double-conversion operation with pure sine wave output and zero transfer time to battery
- 3-phase hardwire input and output (120/208VAC)
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\$23,519 MSRP



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Power Protection

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The Liebert GXT2 is a true online UPS for networks, clustered equipment and other critical applications.

Mark III Systems offers a broad range of Liebert solutions from small power distribution, UPS, and data center environmental monitoring to large enterprise wide data center solutions.

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Ask for Jason or Stan

Power Protection

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List Price \$1545

- Double-conversion UPS for Servers, VoIP, SANs
- 2U rack or tower installation
- Digital Quality Power maximizes performance for high-density apps
- Power Management software suite included
- Automatic bypass adds redundancy; simplifies maintenance
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Power Protection

www.Processor.com/Liebert



A complete protection system for IP Telephony equipment, including:

- Integrated online double-conversion UPS for mission-critical power protection
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- Lockable enclosure for physical security



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Fax: (614) 841-6022

Power Protection

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Ideal for server rooms and mid-sized data centers, the Liebert NX **Data Center UPS** incorporates a number of exceptional features:

- Handling 100% nonlinear loads with 3:1 crest factor, as well as 100% unbalanced loading
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Power Protection

www.Processor.com/Maruson



Available Models
POF-400US, POF-600US

For Workstation, Peripherals, POS, Alarm & Phone Systems

- Microprocessor controlled with EMI/RFI noise filter
- 3 Battery powered outlets and 3 surge protected outlets
- USB connectivity, Software CD & USB cable included
- Surge protection for phone/ modem/ fax modular combo
- 5 LEDs/6 functions: using battery, A/C bypass, overload, check battery, equipment wiring fault, & surge protection



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- Support Complete Solution
- 11U - 42U H, 23" - 40" D
- Ships within 2 Days
- Black or White
- All models come with:
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 - Solid metal side and rear doors
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 - Leveling feet
 - 50 screws



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19" Enclosure Cabinet

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4 Post 19" Relay Rack
User adjustable design accommodates equipment from 24" to 36.5" Deep.

\$ SALE \$

Hergo iRack

42U - From \$245
26U - From \$235
12U - From \$225

- 4 Heavy-Duty Steel Uprights
- 4 Gliders
- Ships Knock-Down
- Easy to Assemble



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Pro Series II Vertical Racks

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- Heavy-duty welded frames
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- Custom vented side panels
- NEMA conduit knock-out stop and bottom
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- Vented top panel (optional)
- 10-inch fan (optional)
- 7-inch wide wiring spacer (optional)



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Fax: (952) 944-1546

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44U x 19" RM x 36" Deep Data Cabinet
\$649.00

- Standard & Seismic Rated
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- Multivendor Compatible
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Server Cabinet
Includes 42U, 36" D Frame, Vented Locking Smoked Glass Front Door, Perforated Locking Rear Door, Side Panels. All Doors/Sides Lock. Also includes Top Cover, 4 Square Hole Mounting Rails, Casters, Feet, Cable Latches. Ships assembled

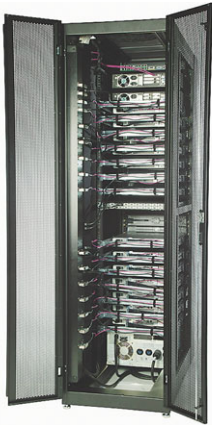
82"H x 39"D x 24"W



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- Centralization of disparate management tools by delivering a single IP address to each rack with scalability of 1 to 42 ports per rack
- Active Directory integration
- Vertical PDU, Patch Panel and Centerline Backplane architecture delivers remote management, power & connectivity to each individual rack unit
- RCI Cable Harness System provides for network and storage connectivity



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Fax: (425) 251-8826

Racks & Cabinets

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Max-IT™, a scalable enclosure combines Kool-IT™ **Thermal Management Technology** with high density cable and power management. Variable speed fans adjust automatically to maintain temperature set point. Dual power ensures n+1 redundancy of cabinet fans and alarms. Max-IT's "sidecar" moves cable & power "outside the box" to give you a more flexible solution for your data center.



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Fax: (631) 249-9450

Racks & Cabinets

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Tabletop / Portable Server Rack - 32" (Usable Depth)
Perfect On or Under Desk

- 3U, 6U, 9U, 12U and 15U Heights
- Includes 4.5" fan, 25 pcs M6 hardware/cage nuts & levelers
- Black, locking plexi front door and vented rear door
- Supports Dell/IBM/HP/Compaq, etc. (univ. mounting rails)

See our IT70 GSA Schedule #GS-35F-0208R



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Racks & Cabinets

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- **Industrial Computer Enclosure**
- Protect your valuable equipment from dirt and dust
- Includes a fan and exchangeable filter system to keep dirt out of your hardware
- Locking doors
- Protect from water, theft, dirt, I/O damage, software tampering



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Starting at \$413



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- Super Heavy Duty Units, Easy installation
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- Lifetime Warranty, **FREE** Consultation and Design
- **Instant Quote Hotline** (877) 429-7225 **Ships Next Day!**



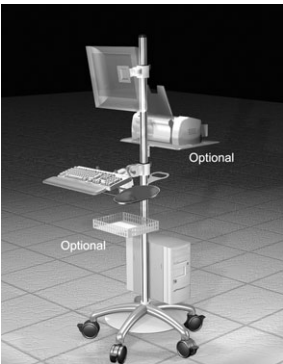
1601 Sherman Avenue
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Pennsauken, NJ 08110
Fax: (856) 661-1429

Mobile Cart

www.Processor.com/Hergo

Starting at \$575



Mobile Workstation Cart 69"H

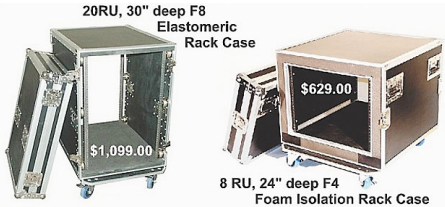
- Uniquely designed for 4-sided mounting on Post
- Flat Panel LCD-KB/Mouse tray easily adjustable
- LCD Mount - Tilts & Swivels in all directions
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- Shock Isolation Rack Cases (elastomeric style F8 or foam isolation style F4) Provide the Ultimate Protection
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16 Port Console Server

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Access Server

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The Avocent CCM console manager, available in 8, 16, & 48-ports, provides complete and secure in-band and out-of-band connectivity to ensure quick access to serial devices, including servers, network gear, telco and power devices. Key features include: SSH v2/Telnet host, strong authentication, offline buffering, management software, SUN Solaris Ready, and more. Call for a 30-day evaluation.



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WiBox

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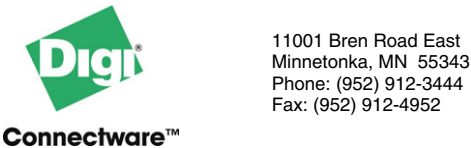


Access Server
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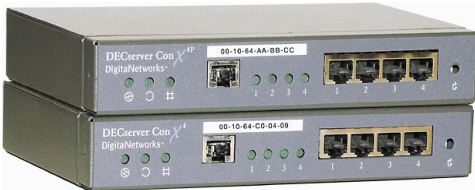


\$275

Wavespeed™/S Bluetooth serial adapters offer a standalone solution for wireless RS-232 serial cable replacement. Two radio versions available for distances up to 10 meters or 100 meters. Instantly increase user mobility in mission-critical applications such as mobile computing, medical and retail/POS.



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- 10/100Mbps LAN connectivity
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Extreme sports a commanding Layer7 gigabit design. It's failsafe technology for those with extraordinary server volume. It's also a technical match to other DELL hardware, making it an especially good fit for many enterprises. Has unlimited virtual clusters, 64 servers per cluster.



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Avantis ContentCache™

ContentCache is a plug-and-play Internet caching appliance that is very easy to install and use.

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Cache Engine

www.Processor.com/Swell

Starting Price

\$1,995



The **Procyon** Web Caching Appliance offers security, reliability, and flexibility by leveraging the power of Open Source Software. Combining a tightly integrated hardware platform with an easy-to-use GUI and proven software components, the Procyon is an affordable and powerful caching solution for ISPs, small business, enterprise and education environments. More info: [processor.com/swell](http://www.processor.com/swell)



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Phone: (512) 506-9394

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Deliver LAN Performance to WAN Applications

Most business applications are fast on the LAN but slow on the WAN. Network bandwidth and latency issues as well as protocol overhead impact an application's performance. Swan Labs enterprise application shaping solutions combine the best aspects of WAN optimization and application acceleration to provide increased application utilization, predictable end-user response times, dramatic WAN performance gains, and lower WAN costs. Swan labs solutions make physical distance, bandwidth limitations, and application latency disappear as limiting factors in the deployment and utilization of global enterprise applications. For more information on Swan Labs or to download tutorial whitepapers, please visit www.Processor.com/Swan.
Starting at \$1,800 per appliance



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Tacit Networks' multi-protocol, multi-platform Wide Area File Services solution supercharges the WAN to provide:

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Tacit Networks leverages existing file storage, security & IT infrastructure to convert the WAN into a unified, global LAN.



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Content Transformation

www.Processor.com/Atinav

The **WAP Gateway** acts as a bridge between the Internet world and the mobile world and offers services such as end-user authentication, encoding of WML pages, and WML script compiling. WAP uses the underlying Web structure to render more efficient communication between content providers and mobile devices. The wireless protocol employs Wireless Markup Language (WML) for application contents instead of Hypertext Markup Language (HTML).

An important feature of WAP is the support of telephony service integrated with microbrowsing of data. aveAccess WAP Gateway acts as a proxy between the wireless network and the Internet while encoding WAP data into byte code to conserve bandwidth.



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The PowerLink Pro100™ creates multi-homed networks without BGP to eliminate link congestion and bottlenecks for fault tolerant connectivity and continuous service availability. Key benefits include:

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Load Balancing

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ISMD is a comprehensive **Network Traffic Management System** that features multi-homing load balancing, Application-layer traffic shaping, P2P traffic filtering and worm-scan detection and blocking. Your ROI guaranteed in less than one year.



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Austin, TX 78759

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Load Balancing

www.Processor.com/F5

\$9,000 - \$70,000



BIG-IP 5000: Award Winning Application Traffic Mgmt.

- Ensure applications are always available
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Load Balancing

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MSRP

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2 x 10/100 WAN Ports • 4-Port 10/100 Switch



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Allot Communications' traffic management solutions ensure peak performance for high-priority business applications, throttle/block low-priority network traffic (such as P2P), optimize bandwidth utilization based on priorities and provide frontline protection against network aware viruses and DoS attacks. Allot offers a broad portfolio of award-winning LAN- and WAN-based traffic management solutions with inherent scalability and throughput from 2Mbps to 1Gbps.



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per unit



- LRE Technology enables 10Mbps data transfer over 1.2km
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Fax: (626) 964-2690

Network Management

www.Processor.com/Tavve

Manage DMZ Devices with a Secure Solution

ZoneRanger is Tavve's new appliance for securely managing devices in your network DMZ.

ZoneRanger is a unique and unparalleled solution for managing difficult to reach areas of your network such as DMZs and TZs, extranets, or overlapping IP subnet ranges. Integrating with your network management station, **ZoneRanger** leverages your existing software tools to monitor your devices and applications in the DMZ, proxy SNMP requests, and handle UDP traffic: SNMP traps, syslog events, NetFlow/IPFIX data and SFlow data. All this information is securely passed through a single firewall port via a 128-bit encrypted TCP connection. **ZoneRanger** is a viable, cost-effective, and secure solution to meet your DMZ management needs.



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Fax: (919) 380-7147

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Dublin, OH 43016
Fax: (614) 798-1770

Network Management

www.Processor.com/NexCom

NSA 1041

NexGate is the next-generation network security appliance platform designed to meet the high demands of a hardware platform, network security box, desktop or firewall for SMB (small to medium business) & corporate network security devices. **\$721 barebone unit (includes CPU)**
The new NSA 1041 main features:

- 1U Rack mount Network Security Appliance with Intel® UVL Intel® Celeron Processor 650MHz
- DDR RAM and 4 Ethernet Ports
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The Digital Infrastructure

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Fax: (510) 656-2158

Router

www.Processor.com/CopperCom



The CopperCom CSX is an RUS listed, next generation switching system that provides Class 4, Class 5 and IP Services. With a complete set of features including residential CLASS and custom calling features, business group, CALEA, LNP and centrex, the CSX is the perfect solution for service expansion or legacy switch replacement. For additional information, visit this page: Processor.com/CopperCom

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Q2400 Dual T1 and Ethernet QoS Access Router

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AccessDenied
SYSTEMS

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Access Control

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- First ever portable security device with fingerprint enabled swipe sensor
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1

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K

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Content Filter

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The ProxySG 800 provides total visibility and control over all Web communications. Based on a custom object-based OS, this leading proxy appliance delivers granular policy enforcement with wire speed performance for:

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- P2P Control
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BlueCoat

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Content Filter

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8e6 Technologies

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Mi40 Inverted Firewall - www.Processor.com/Mirage

Stop attacks that bypass your perimeter security. The Inverted Firewall is the first security appliance designed to stop rapidly propagating threats on internal networks. The self-contained appliance detects and automatically contains worms and other malicious traffic without the need to deploy agents, update signatures, or rearchitect your network.

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Firewall

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Starting at
\$6,495
USD



The FortiGate-300A Antivirus Firewall provides performance, flexibility, and security necessary to protect today's growing small and medium sized enterprise networks. The FortiGate-300A platform features two 10/100/1000 tri-speed Ethernet ports for networks running up to gigabit speeds.

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IDS/IPS/DoS
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The **Mazu Enforcer** is designed to detect, characterize, and mitigate traffic-based network attacks with speed and precision. The Mazu Enforcer is a perimeter appliance that watches for network congestion that is caused by traffic-based threats, such as denial-of-service attacks. When the Mazu Enforcer detects an attack, it uses advanced heuristics to quickly identify the individual packets that are causing the problem. It can then filter out the attack traffic while minimizing the impact on legitimate traffic. The Enforcer also can dynamically adapt its filtering behavior as an attack progresses.

Special Features

- Regain and retain control during attacks
- Maintain full availability of network resources
- Customize and configure the deployment to meet the specific requirements of their environments

Mazu
NETWORKS

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IDS/IPS/DoS
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SECURITY

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Intrusion SecureNet Intrusion Prevention & Detection

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CounterACT enterprise network security appliance is so accurate in detecting and stopping hackers and self-propagating threats that 100% of ForeScout's customers turn on automatic blocking. Its unique, patented detect and protect methodology automatically defends your network without using signatures or anomaly detection.

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- Real-time behavioral assessment of intent
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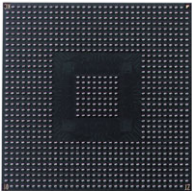


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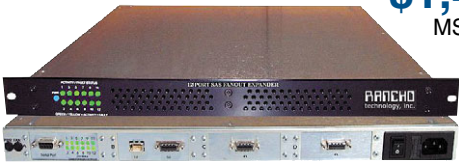
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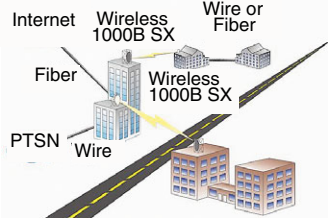
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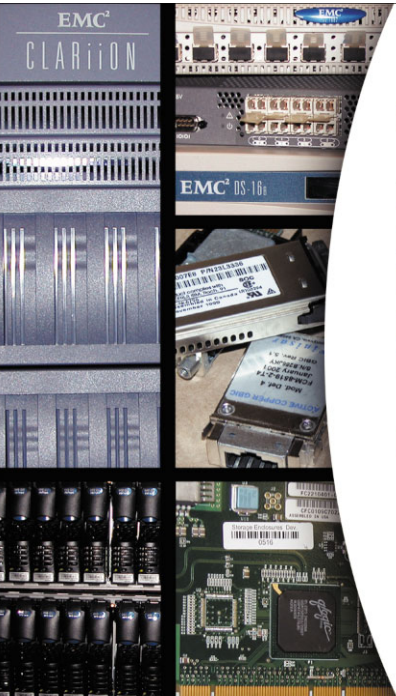
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